



Network Provider Update

To: Medi-Cal network participants
From: Melinda Kjer
Director, Provider Relations and Contracting

May 2025

Subject: **All Plan Letter 25-006: Timely Access Requirements**

The Department of Health Care Services (DHCS) recently issued [All Plan Letter \(APL\) 25-006](#), "Timely Access Requirements." We are sharing a summary of this APL with you to ensure you are aware of the information, and you can apply the information to your practice or facility operations, where appropriate.

APL 25-006 advises managed care plans (MCPs) such as Blue Shield of California Promise Health Plan on the ongoing requirement to meet timely access to care standards and outlines minimum performance levels (MPLs) set by DHCS for 2025.

APL summary

- Federal and state laws require MCPs to provide timely access to care.
- DHCS assesses MCPs timely access performance by surveying practitioners each quarter to determine whether urgent and nonurgent appointments can be scheduled within standards.
- The APL includes a chart showing the timely access standard for various provider and appointment types.
- Interpreter services must be readily available at the time of appointments, without causing delay.
- MCP member services lines should not exceed a wait time of ten minutes.
- After January 1, 2025, MCP contracts with subcontractors, downstream subcontractors, and network providers must include language requiring participation in all Timely Access Surveys.
- Any provider information errors identified by DHCS in the Timely Access Survey must be corrected by MCPs within one week following delivery of the errors by DHCS.
- The APL sets MPLs for appointment wait times, member services wait times, provider knowledge of interpretation services requirements, and 274 provider file data quality.
- Telehealth appointments may be counted as compliance with timely access standards, as long as members can still choose in-person appointments if they prefer.
- The APL advises MCPs to authorize and arrange for out-of-network appointments in order to meet timely access standards for medically necessary covered services.

This summary is only meant as a brief description of the APL. Please see the APL itself for additional background and the complete requirements. The full text of APL 25-006 may be found at this URL: <https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL%202025/APL25-006.pdf> (Links to the DHCS.ca.gov website will take you off the Blue Shield Promise website.)

If you have questions about timely access requirements, please contact our Provider Customer Service team via Live Chat after logging in at blueshieldca.com/provider or call **(800) 468-9935** from 6 a.m. to 6:30 p.m., Monday through Friday.