

Timely access to care

Blue Shield provides the following guidelines for timely access to care from plan providers.

Urgent care	Access to care
For services that don't need prior approval	Within 48 hours
For services that do need prior approval	Within 96 hours

Non-urgent care	Access to care
Primary care appointment	Within 10 business days
Specialist appointment	Within 15 business days
Appointment with a mental health provider (who is not a physician)	Within 10 business days
Appointment for other services to diagnose or treat a health condition	Within 15 business days

Telephone inquiries	Access to service
Access to a health professional for telephone screenings	24 hours/day, 7 days/week

For availability of interpreter services at the time of your appointment, consult the provider directories available at [blueshieldca.com](https://www.blueshieldca.com) or call the customer service number on the back of your Blue Shield member ID card.