



How Soon Can I See the Doctor?

When you need medical care, it is important to get it promptly. The amount of time before your appointment depends on your health issue. It also depends on the type of care you need.

The table below shows how soon you should be able to see a doctor. It may be OK to wait longer if it does not harm your health. Make a routine care appointment to see your doctor if you are a new patient and/or just obtained health insurance.

 Appointment type	 Wait time for appointment
Routine care appointment with your primary care physician (PCP) – your main doctor	Within 10 business days
Routine care appointment with a specialist (when your PCP refers you)	Within 15 business days
Urgent appointment for services that do not need approval in advance	Within 48 hours
Urgent appointment for services that need approval in advance (prior authorization)	Within 96 hours
First prenatal visit¹	Within two weeks
Well-child visit with a PCP ¹	Within 10 business days
Wellness check¹	Within 30 calendar days
Ancillary testing (such as labs, X-rays or therapy services that you cannot get in your doctor’s office)	Within 15 business days

¹Only applies to Medi-Cal members.

Health Net of California, Inc., Health Net Community Solutions, Inc. and Health Net Life Insurance Company are subsidiaries of Health Net, LLC and Centene Corporation. Health Net is a registered service mark of Health Net, LLC. All other identified trademarks/service marks remain the property of their respective companies. All rights reserved.

FLY034285EH00 (10/19)



Note: A business day is Monday through Friday. It does not include weekends or holidays.