



Products are underwritten and/or administered by: Golden Rule Insurance Company, The Chesapeake Life Insurance Company, and/or UnitedHealthcare Life Insurance Company.

California Timely Access to Care

Covered services are provided and arranged in a timely manner appropriate for the nature of covered person's condition consistent with good professional practice and meet the California standards regarding access to care.

When it is necessary for a provider or a covered person to reschedule an appointment, the appointment will be promptly rescheduled in a manner that is:

- Appropriate for the covered person's care needs;
- Ensures continuity of care consistent with good professional practices; and
- Meets the California standards regarding the accessibility of provider services in a timely manner.

Telephone triage/Nurse lines

Telephone triage or screening services are provided in a timely manner appropriate for the covered person's condition. During normal business hours, the waiting time for a covered person to speak by telephone with a customer service representative knowledgeable and competent regarding the covered person's questions and concerns will not exceed ten minutes.

Language assistance

Interpreter services will be coordinated with scheduled appointments for services in a manner that ensures interpreter services are available at the time of the appointment.

Dental

Contracted dental provider networks have adequate capacity and availability of licensed health care providers to offer enrollees appointments for covered dental services in accordance with the following requirements:

- Urgent appointments within the dental plan network shall be offered within 72 hours of the time of request for appointment, when consistent with the covered person's individual needs and as required by professionally recognized standards of dental practice.
- Non-urgent appointments shall be offered within 36 business days of the request for appointment.
- Preventive dental care appointments shall be offered within 40 business days of the request for appointment.