

Alternative Access Standards Guidelines and Instructions

The Department of Health Care Services (DHCS) provides health plans with guidelines on time and distance standards for member to access health care services.

Time and distance standards are as follows:

Provider Type	Time and Distance Standard
Primary Care (Adult and Pediatric)	10 miles or 30 minutes from a member's residence
Specialty Care (Adult and Pediatric) *including OB/GYN	15 miles or 30 minutes from a member's residence
Hospital	15 miles or 30 minutes from a member's residence

Noble Community Medical Associates has the following approved Alternative Access Standards for **CalOptima Health only**.

[Alternative Access Standards spreadsheet – Approved List](#)

If the above link does not direct you to the Approved List, please go to back to [CalOptima – Noble Mid OC](#) and click on “Alternative Access Standards List”.

If you need to get care from a provider that is located far away from where you live, contact your Primary Care Provider (PCP). They will work with you to find a provider that is close to where you live. If they cannot find one near you, transportation services can be requested to take you to the provider that is far away, at no cost to you. Noble Community Medical Associates can also connect you to a provider who is closer, but not part of the Noble Community Medical Associates network.

If you speak another language other than English, language assistance services are available to you at no cost.