



Sign up Now for “Physician Notification”

Did you know you can enroll for a notification hospital program??

- “Physician Notification is a tool that will notify you when your patients have hospital events (ER/Admit/Discharge) at Good Samaritan Hospital or Regional Medical Center and Skilled Nursing Facilities.
- Notifications are Multi-faceted, Customizable with Delivery Options.
- Notifications are HIPPA compliant.
- Once Enrolled, notifications will start being sent via the chosen method, Text, Email or Fax.

How to enroll:

Contact your Physician Support Coordinator or SCCIPA Network Representative to request a paper enrollment form.

Timely Access to Care

- **Patients must see their PCP within 7 days after discharge from the Hospital.**
- Timely visits will reduce unnecessary readmissions of your patients.
- Please connect with a SCCIPA Case Manager for any additional support needed.
- Our concierge services are available to all Santa Clara County IPA (SCCIPA) physicians
Call Your SCCIPA Care Concierge Service at 1-800-977-7332



Timely Access to Care

**In California,
health care
consumers have
the right to an
appointment
when needed.**

The law requires health plans licensed by the DMHC to make primary care providers and hospitals available within specific geographic and time-elapsd standards. Health plans must ensure their network of providers, including doctors, can provide enrollees with an appointment within a specific number of days or hours.

Urgent Care

prior authorization
not required by health plan

 **2** days

prior authorization
required by health plan

 **4** days

Non-Urgent Care

Doctor Appointment

PRIMARY CARE PHYSICIAN

 **10** business days

SPECIALTY CARE PHYSICIAN

 **15** business days

Mental Health Appointment
(non-physician¹)

 **10** business days

Appointment
(ancillary provider²)

 **15** business days

¹ Examples of non-physician mental health providers include counseling professionals, substance abuse professionals and qualified autism service providers.

² Examples of non-urgent appointment for ancillary services include lab work or diagnostic testing, such as mammogram or MRI, and treatment of an illness or injury such as physical therapy.