



What you need to know about appointments

We're committed to making sure you have access to the care you need — when you need it. So here's a brief rundown of how long it should take you to get an appointment with a California Dental participating provider.

Standard waiting times for CA Dental care:

 Type of care	 Waiting time
Urgent care appointments	Within 72 hours of the request for an appointment
Non-urgent appointments for primary dental care	Within 36 business days of the request for an appointment
Preventive dental care appointments	Within 40 business days of the request for an appointment
After-hours care (when a dentist's office is closed)	Participating dentists are required to have an answering service or a telephone answering machine during non-business hours, which will provide instructions on how you can obtain urgent or emergency care including, when applicable, how to contact another dentist who has agreed to be on-call to triage or screen by phone, or if needed, deliver urgent or emergency care.
Question for Golden West Customer Service by telephone on how to get care or solve a problem	10 minutes to reach a live person by phone during normal business hours

If you need the services of an interpreter, the services will be coordinated with scheduled appointments and will not result in a delay of an appointment with a participating provider.

To learn more about your health care and benefits, please see your Certificate or Evidence of Coverage or call the Customer Service phone number on your ID card. You also can call if you are having difficulty getting an appointment within these waiting times.