

APPOINTMENT AVAILABILITY AND STANDARDS



APPOINTMENT TYPE AND ACCESS STANDARD

PCP – Urgent Care	Same Day
PCP – Non-Urgent Sick Care.....	< 72 hours
PCP – Routine Care	< 30 days
PCP – Family Planning.....	< 7 days

BH APPOINTMENT AVAILABILITY

BH - Urgent w/o need for prior authorization.....	< 48 hours
BH - Urgent requiring prior authorization	< 96 hours
BH - Post In-Patient Discharge	< 7 days
BH - Routine or Routine Follow-Up.....	< 14 days

SPECIALIST APPOINTMENT AVAILABILITY

SPECIALIST (Cardiologist, Oncologist, OBGYN)....	< 30 calendar days
Maternity Care (1 st Trimester).....	< 14 calendar days
Maternity Care (2 nd Trimester).....	< 7 calendar days
Maternity Care (3 rd Trimester).....	< 3 calendar days

**All high-risk pregnancies must be seen within 3 calendar days*



AFTER HOURS – PED/PCP, BH, SPECIALISTS

After hours (Passing Standards):

- Answering service or system that pages physician
- Advice Nurse with access to physician
- Answering system with option to page physician
- Answering service that pages the provider after a message is left

The Right Care at the Right Time

Use this guide to ensure members get appointments they need, when they need them.

We're here to help. If you have any questions about this information, please contact your Provider Relations Representative or your Quality Practice Advisor.

Quality care is a team effort.
Thank you for playing a starring role!

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