



ACCESS STANDARDS

On average, 85% of members are able to access (type of appointment) within (stated time).

PRIMARY CARE PRACTITIONER

Appointment Type	Appointment Standard		Exception
	Non-Medical Home	Medical Home	Product-Specific Standards
Routine/Regular (includes Preventive)	Within 1 month of request		Medicaid: Within 45 days of request
Non-Urgent Symptomatic	Within 7 business days of request	Same day of request	Medicaid: Within 10 days of request
Urgent	Within 24 hrs of request		Medicaid: Within 48 hrs of request
Emergency	Immediate or refer to emergency room		
After-Hours Care	24-hrs-a-day/7-days-a-week on-call system (answering service/ pager) for after-hours emergencies. PCP or covering MD returns call within 60 minutes		

HIGH-VOLUME SPECIALTY PRACTITIONERS

Appointment Type	Scheduled Appointment Timeframe	Exception Product-Specific Standards
Routine/Regular	Within seven business days of request	
Non-Urgent Symptomatic		Medicaid: Within 30 days of request
Urgent	Same day of request	Medicaid: Within 48 hrs of request
Emergency	Immediate or refer to emergency room	
After-Hours Care	24-hrs-a-day/7-days-a-week on-call system (answering service/ pager) for after-hours emergencies. PCP or covering MD returns call within 60 minutes	

BEHAVIORAL HEALTH PROVIDER

Appointment Type	Scheduled Appointment Timeframe	Exception Product-Specific Standards
Routine/Regular	Within 10 business days of request	Within 14 business days of request
Urgent and Life/Non-life Threatening Emergency Services	Requires immediate face-to-face medical care. The member or representative should call 911. Member referred to the nearest hospital-based psychiatric emergency service crisis team for immediate treatment	<u>Urgent</u> • Medicaid: Within 48 hrs of request <u>Non-life threatening</u> • Medicaid: Within 6 hrs of request
After-Hours Care	24-hrs-a-day/7-days-a-week on-call system must be in place for member emergencies after hours.	
Follow-up After Hospitalization for Mental Illness	After discharge from a hospital stay, members are scheduled for the first follow-up visit within 7 days of discharge, and a second follow-up visit within 30 days of discharge.	
After-Hours Care	24-hrs-a-day/7-days-a-week on-call system (answering service/ pager) for after-hours emergencies. PCP or covering MD returns call within 60 minutes	