

Timeliness of Access to Care Standards

Provider Type	Appointment Type	Access Standard
PCP, Specialist, Behavioral Health (BH)	Emergency	Immediately seen or referred to an emergency facility
Behavioral Health (BH)	Non-Life-Threatening Emergency Care	Within 6 hours Practice sites will be able to schedule an appointment within 6 hours of being contacted by member or will direct member to go to the emergency room or a behavioral health crisis unit.
PCP, Specialist Behavioral Health (BH)	Urgent Care	Within 48 hours
PCP, Specialist	Routine Care	Within 21 calendar days Exceptions are permitted at specific times when PCP capacity is temporarily limited.
Behavioral Health (BH) Behavioral Health (BH)	Initial Routine Care Follow up Routine Care	Within 10 business days Within 15 business days
PCPs and Specialists that Provide Prenatal Care	Initial Prenatal Care	Within 14 calendar days of pregnancy confirmation

Provider Type	Appointment Type	Access Standard
PCP, Behavioral Health (BH)	After-hours Care	After hours calls from members with an emergent or urgent medical condition will be handled within one hour of the member contacting the practice site – through immediate instruction or member receives call back from practice site with instruction, within one (1) hour. <u>Instructions provided by the practice will include one or more of the following options:</u> <i>*Call 911/988 or go to the nearest emergency room</i> <i>*Direct patient to behavioral health crisis unit, crisis intervention or mobile response team</i> <i>*Direct patient to go to an urgent care center</i> <i>*See patient same day</i> <i>*See patient at another location same day</i> Important reminders: Practice sites must be accessible to members 24 hours a day/7 days a week. Our members must be instructed to call 911/988 or go directly to the emergency room in the case of a true emergency. Answering services or machines must instruct members on how to reach an on call physician/clinician. The member must receive a phone call within one hour with instructions.
PCP	Early Periodic Screening, Diagnostic, and Treatment (EPSDT) Services	Must be scheduled in accordance with EPSDT guidelines and the EPSDT Periodicity Schedule.
PCP	Supplemental Security Income (SSI)	SSI enrollees must be encouraged to schedule an appointment with a PCP or specialist who manages the enrollee's care within 45 calendar days of initial enrollment.