

## BEHAVIORAL HEALTH SCHEDULING AND TRIAGE

Triage can be identified as one of the most important aspects of medicine. The screening and classification of a patient is necessary and important.

\*Highmark requires an acceptable process in place to respond 24 hours per day, 7 days a week to member issues.

- Refer to the *Provider Manual Chapter 1, Unit 4, Section 1.4 Member Access to Physicians and Facilities* for information specific to your provider type and region.

### Call Types and Performance Standard

- **Emergency/life-threatening:**
  - immediate intervention is required to prevent death or serious harm to patient or others.
  - Patient requires immediate response, direct to call 911 or go to nearest emergency room.
- **Emergency/non-life-threatening:**
  - rapid intervention is required to prevent acute deterioration of the patient's clinical state that compromises patient safety.
  - Patient should receive care within 6 hours.
- **Urgent Care:**
  - Timely evaluation is needed to prevent deterioration of patient condition.
  - Patient should receive care within 3 calendar days of first request.
- **Routine Office Visit:** patient's condition is considered to be stable.
  - **PA and WV:** Office visit within 10 business days
  - **Delaware:** Office visit within 7 calendar days

\*Practitioners are encouraged to see patients with scheduled appointments within 15 minutes of their scheduled appointment time. A reasonable attempt should be made to notify patients of delays.

\*\*If there is any question as to when a patient needs to be seen, the patient will be referred to the nurse or medical assistant. If the nurse cannot make the determination, then the patient will be referred to the physician.