



Medicaid Accessibility Standards

Your practice site has contractually agreed to provide timely access to care for our members. Please review the below access standards related to appointment wait times/protocol:

PROVIDER TYPE	APPOINTMENT TYPE /PROTOCOL	ACCESS STANDARD
PCP, Specialist	Emergent Care	<p>Immediately seen or referred to an emergency facility</p> <p>Practice sites will be able to schedule an appointment immediately or refer the member to an emergency facility.</p>
PCP, Specialist	Urgent Care	<p>Within 24 hours</p> <p>Practice sites will be able to schedule an appointment within 24 hours of being contacted by member.</p>
<p>Specialist (Specialties): Dermatology Orthopedic Surgery Otolaryngology and pediatric specialties; Allergy & Immunology Endocrinology Gastroenterology General Surgery Hematology Infectious Disease Nephrology Neurology Oncology Pulmonology Rehab Medicine Rheumatology Urology</p>	Routine Care	<p>Within 15 business days</p> <p>Practice sites will be able to schedule an appointment within 15 business days from the date of referral.</p>
PCP, Specialist For all other specialist types not listed above.	Routine Care	<p>Within 10 business days</p> <p>Practice sites will be able to schedule an appointment within 10 business day of being contacted by member.</p>
PCP	Health Assessment/ General Physical Examinations and First Examinations	<p>Within 3 weeks of enrollment</p> <p>Practice sites will be able to schedule an appointment within 3 weeks.</p>



HIGHMARK
WHOLECARE

PCPs who treat members under the age of twenty-one (21)	New Member EPSDT screen	Within forty-five (45) days from the effective date of enrollment, unless the child is already under the care of a PCP and is current with screen and immunizations
PCP, Specialist	First time appointment with Persons known to be HIV positive or diagnosed with AIDS	Within seven (7) days from the effective date of enrollment, unless a member is already in active care with a PCP or Specialist
PCP, Specialist	First time appointment with member who is a Supplemental Security Income (SSI) or SSI related consumer	Within forty-five (45) days from the effective date of enrollment, unless a member is already in active care with a PCP or Specialist
PCPs and Specialists who provide prenatal care	First (1st) trimester visit	Within ten (10) business days of the member being identified as being pregnant
PCPs and Specialists who provide prenatal care	Second (2nd) trimester visit	Within five (5) business days of the member being identified as being pregnant
PCPs and Specialists who provide prenatal care	Third (3rd) trimester visit	Within four (4) business days of the member being identified as being pregnant
PCPs and Specialists who provide prenatal care	High-risk pregnancies	Within twenty-four (24) hours of being identified as high risk or immediately if an emergency.
PCP, Specialist	Missed Appointment	<p>Conduct outreach whenever a member misses an appointment and document in the medical record.</p> <p>Practice sites must make three (3) attempts to reach the member with at least one attempt to include a phone call.</p>
PCP, Specialist	Wait Time in the Waiting Room and exam room for routine care appointment	Average office wait time is no more than thirty (30) minutes or at any time no more than up to (1) hour when the physician encounters an unanticipated urgent medical condition visit or is treating a member with a difficult medical condition need.

<p>PCP</p>	<p>After-hours Care</p>	<p>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.</p> <p><i><u>Instructions provided by the practice will include one or more of the following options:</u></i></p> <ul style="list-style-type: none"> *Call 911 or go to nearest emergency room *Direct patient to go to an urgent care center *See patient same day *See patient at another location same day <p>Important reminders: Practice sites must be accessible to members 24 hours a day/7 days a week.</p> <p>Our members must be instructed to call 911 or go directly to the emergency room in the case of a true emergency.</p> <p>Answering services or machines must instruct members on how to reach an on call physician. The member must receive a phone call within one hour with instructions.</p>
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Medicare Accessibility Standards

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Please review the below access standards related to appointment wait times.

PROVIDER TYPE	APPOINTMENT TYPE	ACCESS STANDARD
Primary Care (PCP) Behavioral Health (BH)	Emergent Care	<p>Immediately seen or referred to an emergency facility</p> <p>Practice sites will be able to schedule an appointment immediately or refer the member to an emergency facility.</p>
Primary Care (PCP) Behavioral Health (BH)	Urgent Care	<p>Immediately seen or scheduled within 24 hours</p> <p>Practice sites will be able to schedule an appointment either immediately or within 24 hours of being contacted by member.</p>
Primary Care (PCP) Behavioral Health (BH)	Non-Urgent, but in need of medical attention	<p>Within 7 business days</p> <p>Practice sites will be able to schedule an appointment within 7 business days of being contacted by member.</p>
Primary Care (PCP) Behavioral Health (BH)	Routine or Preventative Care	<p>Within 30 business days</p> <p>Practice sites will be able to schedule an appointment within 30 business days of being contacted by member.</p>