



PROVIDER APPOINTMENT STANDARDS FOR SCHEDULING

To ensure our members receive services for medical and behavioral health appointments in a timely manner, below are the Appointment Availability Standards we ask our providers to implement accordingly. These can also be found in the provider manuals.

+ After Hours – All Providers

After Hours (Passing Standards)

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

+ Ambetter



PRIMARY CARE & PEDIATRIC

- ▶ **Urgent Care:** Within 24 hours of member’s call
- ▶ **Non-Urgent/Sick Care:** Within 48 hours
- ▶ **Routine:** Within 15 business days of request



SPECIALIST

- ▶ **Urgent Care:** Within 24 hours
- ▶ **Routine:** Within 30 business days



OBGYN

- ▶ **Urgent Care:** Within 24 hours
- ▶ **Routine:** Within 30 business days



BEHAVIORAL HEALTH

- ▶ **Non-Life-Threatening Psychiatric Emergency:** Within 6 hours
- ▶ **Urgent:** Within 48 hours
- ▶ **Routine (Initial Assessment):** Within 10 business days
- ▶ **Routine Follow Up Care:** Within 10 business days