





# 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)	
<ul style="list-style-type: none"> <li>• Answering service or system that will page physician</li> <li>• Answering system with option to page physician</li> </ul>	<ul style="list-style-type: none"> <li>• Advice nurse with access to physician</li> <li>• Answering service that will page the provider after a message is left</li> </ul>

## + Ambetter

 PRIMARY CARE & PEDIATRIC	 SPECIALIST	 OBGYN	 BEHAVIORAL HEALTH
<ul style="list-style-type: none"> <li>▶ <b>Urgent Care:</b> Within 24 hours of member’s call</li> <li>▶ <b>Non-Urgent/Sick Care:</b> Within 48 hours</li> <li>▶ <b>Routine:</b> Within 15 business days of request</li> </ul>	<ul style="list-style-type: none"> <li>▶ <b>Urgent Care:</b> Within 24 hours</li> <li>▶ <b>Routine:</b> Within 30 business days</li> </ul>	<ul style="list-style-type: none"> <li>▶ <b>Urgent Care:</b> Within 24 hours</li> <li>▶ <b>Routine:</b> Within 30 business days</li> </ul>	<ul style="list-style-type: none"> <li>▶ <b>Non-Life-Threatening Psychiatric Emergency:</b> Within 6 hours</li> <li>▶ <b>Urgent:</b> Within 48 hours</li> <li>▶ <b>Routine (Initial Assessment):</b> Within 10 business days</li> <li>▶ <b>Routine Follow Up Care:</b> Within 10 business days</li> </ul>