



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
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