



Appointment Availability Access Standards

Type of Visit	Standard / PASS	FAIL
Dr. Availability	Yes	No
On Hold	Less than 5 minutes	More than 5 minutes
Urgent Care	Within 48 hours of call / Same Day	Not the same day
Non-Urgent/Routine	Within 10 calendar days	More than 10 calendar days
Physical Exam	Within 30 business days	More than 30 business days
Well Child	Within 14 calendar days	More than 14 calendar days
Child Immunization	Within 14 calendar days	More than 14 calendar days
120-day Initial Health Assessment Completed	Yes	No
Ancillary	Within 15 days	More than 15 days

Telephone Access Standards

Telephone Access Type	Standard / PASS
Telephone Answer Time	All telephone calls to PCP or Specialist must be answered within 6 rings
Telephone Hold Time	A member must NOT be kept on hold for more than 5 minutes
After Hours PCP Access	24/7 – 24 hours, 7 days a week

After-Hours Standards

Access Type	Standard / PASS
Emergent Care	The patient should be directed to emergency care for any life-threatening situation with this message: "If you are experiencing a life-threatening situation, hang up and dial 911 or go to the nearest emergency room"
Urgent Care	For non-emergent needs, the patient can be directed to leave a phone number for a call back and should receive a call back within 30 minutes.



Behavioral Health Emergent & Non-Emergent Appointment Access Standards

Appointment Type	Time-Elapsed Standard
Non-urgent Care appointments with a physician mental health care provider	Must offer the appointment within 10 business days of request
Non-urgent Care appointments with a non-physician mental health care provider	Must offer the appointment within 10 business days of request
Urgent Care appointments	Must offer the appointment within 48 hours of request
Access to Care for Non-Life Threatening Emergency	Within 6 hours
Access to Life-Threatening Emergency Care	Immediately
Access to Follow-up Care After Hospitalization for mental illness	Must Provide Both: <ul style="list-style-type: none">• One follow-up encounter with a mental health provider within 7 calendar days after discharge• One follow-up encounter with a mental health provider within 30 calendar days after discharge