

ACCESS TO CARE STANDARDS

Primary Care Physician (PCP)	Standard
<u>Emergency</u> (Serious condition requiring immediate intervention)	Immediately (office, UCC, ER)
<u>Urgent</u> (Condition that could lead to a potentially harmful outcome if not treated)	Within 48 hours (office, UCC)
<u>Non-Urgent</u> (routine) (visit for symptomatic but not requiring immediate diagnosis and/or treatment)	Within 10 business days
<u>Adult or Pediatric Health Assessment / Physical</u> (Physical: periodic health evaluation with no acute medical problem) (Preventive: for prevention and early detection of disease, illness, condition)	Within 30 calendar days, unless more prompt exam is warranted
<u>IHA (18 months and older)</u> <u>IHA (under 18 months)</u>	Within 120 days of enrollment Within 60 days of enrollment
<u>Waiting Time in physician office</u>	Less than 30 minutes
<u>After hours Access</u> <ul style="list-style-type: none"> • Enrollee with life threatening medical problem must have access to health care twenty-four (24) hours per day and 7 days per week. • After hours answering system or voice mail should instruct members that if they feel they have a serious acute medical condition, to seek immediate care by calling 911 or going to the nearest Emergency Room. • Member must be assured that a Health Care Professional (Dr., Advice Nurse, PA, NP) will communicate with them within 30 minutes. 	Answering Service or service w/ option to page Provider
<u>Telephone Triage and Screening</u> (urgent and routine) <ul style="list-style-type: none"> • Telephone triage is available 24 hours a day and 7 days a week 	Within 30 minutes

Specialty Care Provider (SCP)	Standard
<u>Urgent referral</u> (includes Behavioral Health)	Within <u>96 hours</u>
<u>Non-Urgent / routine</u> (includes Behavioral Health)	Within <u>15 business days</u> from time of PCP request

Behavioral Health Provider (based on Plan contracts)	Standard
<u>Urgent</u>	Within 96 hours
<u>Routine</u>	Within 15 business days
<u>Non-physician BH</u>	10 business days

Ancillary Services	Standard
<u>Urgent</u> (for diagnosis and treatment)	Within 96 hours
<u>Routine</u> (for diagnosis and treatment)	Within 15 business days

Compliance = 80%

Updated 2017