

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: Within30 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