



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	 SPECIALIST	 OBGYN	 BEHAVIORAL HEALTH
▶ Urgent Care: Within 24 hours of member’s call ▶ Non-Urgent/Sick Care: Within 48 hours ▶ Routine: Within 15 business days of request	▶ Urgent Care: Within 24 hours ▶ Routine: Within 30 business days	▶ Urgent Care: Within 24 hours ▶ Routine: Within 30 business days	▶ 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