

Provider Standards for Appointment Scheduling

Sunshine Health wants to ensure appointments for medical services and behavioral health services are available to our members on a timely basis. Below are the Appointment Availability standards for all our health plans. Please ensure these standards are implemented accordingly by your practice. These standards can be found in the provider manuals and online at: SunshineHealth.com/resources

After Hours (Passing Standards)

All Health Plans

Providers must be accessible from 5 p.m. to 8 a.m. and on all weekends and holidays

Medicaid, CMS Health Plan

- Answering service or system that can contact/page physician
- Advice nurse with access to physician office telephone that transfers call to a cell; or any method that ensures 24-hour phone access for members

Medicaid, LTC, CWSP, SMI and HIV/AIDS Specialty Plans

Primary Care Physician (PCP)

- Urgent Visit, Prior Authorization Not Required: Within 48 hours
- Urgent Visit, Prior Auth Required: Within 96 hours
- Sick Visit: 7 calendar days
- Routine Wellness Exam: 30 calendar days

Specialist (Ancillary) Provider

- Follow-Up After Physical Health Admission: 7 calendar days
- Ancillary Services: 14 calendar days
- Routine Prenatal Exam:
 - Within 4 weeks until week 32
 - Every 2 weeks until week 36
 - Every week after, up until delivery.
- Routine Wellness Exam: 60 calendar days

Behavioral Health (BH) Provider

- Non-Life-Threatening Emergency: 6 hours
- Urgent Visit, Prior Auth Not Required: Within 48 hours
- Urgent Visit, Prior Auth Required: Within 96 hours
- Initial Visit for Routine Care: 10 calendar days
- Follow-Up Routine Care: 30 calendar days
- Follow-Up After BH Hospital Admission: 7 calendar days (Scheduled prior to discharge)

All Providers

Office Wait Times: 30 minutes



Children's Medical Services (CMS) Health Plan

PCP

- Urgent Visit: 48 hours
- Sick Visit: 7 calendar days
- Routine Visit: 30 calendar days

BH Provider

- Urgent Visit: 48 hours
- Sick Visit: 14 calendar days
- Initial Visit: 14 calendar days
- Follow-up: 30 calendar days
- Post Inpatient: Scheduled prior to discharge

Specialist Provider

- Ancillary Services: 14 calendar days
- Routine Services: 60 calendar days

All Providers

Office Wait Times: 30 minutes

Ambetter Health (Marketplace)

PCPs

- Routine Visits: 30 calendar days
- Adult Sick Visit: 48 hours
- Pediatric Sick Visit: 24 hours

Behavioral Health

- Non-Life Threatening Emergency: Within 6 hours, or direct member to crisis center or ER
- Behavioral Health Urgent Care: 48 hours
- Specialty: 30 calendar days
- Urgent Care Providers: 24 hours
- After Hours Care: Office number answered 24 hours/7 days a week by answering service or instructions on how to reach a physician
- Emergency Providers: Immediately, 24 hours a day, 7 days a week, without prior authorization

All Providers

Office Wait Times: 30 minutes

Wellcare (Medicare)

PCP

- Emergency: Same day or within 24 hours of member's call
- Urgent Care: Within 2 days of request
- Routine: Within 21 days of request

Specialty Referral

- Emergency: Within 24 hours of referral
- Urgent Care: Within 3 days of referral
- Routine: Within 30 days of referral

BH Provider

- Immediate: Within 2 hours
- Urgent: Within 24 hours
- Routine (initial assessment): Within 7 days of referral
- Routine (first BH service): Within 7 days of assessment

All Providers

Office Wait Times: 15 minutes

