

Provider Standards for Appointment Scheduling

We want 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, which can also be found in the provider manuals. Please ensure these standards are implemented accordingly by your practice.

After Hours — All Providers (All Products)



After Hours (Passing Standards):

- Answering service or system that will page physician
- Advice nurse with access to physician
- Answering system with option to page physician
- Answering service that will page the provider after a message is left

Medicaid, LTC, CW and SMI Specialty Plans

- **Urgent Medical Service that Does Not Require Prior Authorization:** 24 hours
- **Urgent Behavioral Health Service that Does Not Require Prior Authorization:** 48 hours
- **Behavioral Health Service that Does Require Prior Authorization:** Within 96 hours of a request
- **Non-Urgent Care Services for Follow-Up Behavioral Health Treatment after Inpatient Behavioral Health Admission:** Within 7 days post discharge
- **Non-Urgent Care services for Initial Outpatient Behavioral Health Treatment:** Within 14 days
- **Non-Urgent Care Services for a Primary Care Appointment:** Within 30 days of a request
- **Wait Times:** 30 minutes

Children's Medical Services (CMS) Health Plan

PCPs

- **Urgent Visit:** 48 Hours
- **Sick Visit:** 7 days
- **Routine Visit:** 30 days



BEHAVIORAL HEALTH

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

SPECIALIST PROVIDERS

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

ALL PROVIDERS

- **Wait Times:** 30 Minutes

Ambetter (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

Wellcare (Medicare)

PRIMARY CARE

- **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

BEHAVIORAL HEALTH

- **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

- **Wait Times:** 15 Minutes