

## Access to Care Standards: Commercial and Medicare Advantage Members

<b>Primary Care Physician (PCP)</b>	<b>Standard</b>
<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 (routine)</u> *(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
**IHA (18 months and older)	Within 120 days of enrollment
**IHA (under 18 months)	Within 60 days of enrollment
<u>Waiting Time in physician office</u>	Less than 30 minutes
<u>After hours Access</u>	Answering Service or service w/ option to page Provider
<ul style="list-style-type: none"> <li>• Enrollee with life threatening medical problem must have access to health care twenty-four (24) hours per day and 7 days per week.</li> <li>• 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.</li> <li>• **Member must be assured that a Health Care Professional (Dr., Advice Nurse, PA, NP) will communicate with them within 30 minutes.</li> </ul>	
<u>**Telephone Triage and Screening (urgent and routine)</u>	**Within 30 minutes
<ul style="list-style-type: none"> <li>• Telephone triage is available 24 hours a day and 7 days a week</li> </ul>	

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

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

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

\*Revised Standard 2011

\*\* New Standard 2011

Compliance = 80%