

# 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):

- **24/7 Coverage:** Primary Care Providers (PCPs) must ensure that they, or another qualified medical professional, are available or accessible to members 24 hours a day, 7 days a week.
- **Prompt Response:** Calls to the after-hours number must be returned by a practitioner within a specific timeframe, typically **30 minutes**.
- **Live Contact Option:** Voicemail systems alone are not acceptable. There must be a means to reach a live person or an on-call physician/medical professional.
- **Emergency Instructions:** The after-hours message or answering service must clearly instruct patients with life-threatening conditions to dial 911 or go to the nearest emergency room.
- **Language Accessibility:** Recorded messages or answering services should be available in languages appropriate to the practice's patient population (e.g., English and Spanish)

## MSCAN and MSCHIP Health Plans (Medicaid)

### PCPs

- **Urgent Visit:** 24 hours
- **Sick Visit:** 7 days
- **Routine Visit:** 15 business days

### BEHAVIORAL HEALTH

- **Urgent Visit:** 24 hours
- **Routine Visit:** 10 business days
- **Post Discharge:** 7 days

### SPECIALIST PROVIDERS

- **Routine Services:** 45 days



## Wellcare (Medicare)

### PRIMARY CARE

- **Emergency:** Same day or within 24 hours of member's call
- **Urgent Care:** 24 hours
- **Sick Care:** 7 days
- **Routine:** 30 days

### SPECIALTY REFERRAL

- **Emergency:** Within 24 hours of member's call
- **Urgent Care:** Within 24 hours
- **Routine:** 30 days

### BEHAVIORAL HEALTH

- **Non-Life-Threatening Psychiatric Emergency:** 6 hours
- **Urgent:** 48 hours
- **Routine (Initial Assessment):** 10 days
- **Routine Follow Up Care:** Within 30 days of assessment
- **Sick Care:** 7 days



## Ambetter (Marketplace)

### PRIMARY CARE & PEDIATRIC

- **Routine Visit:** 15 days
- **Non-Urgent/Sick Visit:** 48 hours
- **Urgent Care:** 24 hours

### BEHAVIORAL HEALTH

- **Non-Life-Threatening Emergency:** Within 6 hours
- **Routine Visit:** 10 days
- **Urgent Care:** 48 hours

### SPECIALIST PROVIDERS

- **Routine Services:** 30 days

**Urgent Care:** 24 hours

As part of our commitment to maintaining timely access to care, the health plan may conduct brief telephone outreach to confirm appointment availability. If a provider is unable to participate or does not meet the established standards, a corrective action notice will be provided along with support to help address any gaps.