

## ACCESS TO CARE STANDARDS

| <b>Primary Care Physician (PCP)</b>  | <b>Standard</b>   |
|--|---|
| <u>Emergency</u><br>(Serious condition requiring immediate intervention)   | Immediately (office, UCC, ER)                                 |
| <u>Urgent</u><br>(Condition that could lead to a potentially harmful outcome if not treated)   | *Within 48 hours (office, UCC)                                |
| <u>Non-Urgent (routine)</u><br>*(visit for symptomatic but not requiring immediate diagnosis and/or treatment)   | *Within 10 business days                                      |
| <u>Adult or Pediatric Health Assessment / Physical</u><br>*(Physical: periodic health evaluation with no acute medical problem)<br>*(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><input type="checkbox"/> 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><input type="checkbox"/> 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><input type="checkbox"/> **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</u> (urgent and routine)  | **Within 30 minutes   |
| <ul style="list-style-type: none"> <li><input type="checkbox"/> Telephone triage is available 24 hours a day and 7 days a week</li> </ul>  |   |

| <b>Specialty Care Provider (SCP)</b>                       | <b>Standard</b>  |
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| ** <u>Urgent referral</u> (includes Behavioral Health)     | Within <u>96 hours</u>                                   |
| * <u>Non-Urgent / routine</u> (includes Behavioral Health) | *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</u> (for diagnosis and treatment)  | Within 96 hours         |
| <u>Routine</u> (for diagnosis and treatment) | Within 15 business days |

\*Revised Standard 2011

\*\* New Standard 2011

Compliance = 80%