

Appointment Availability Standards

Primary Care

<p>Primary Care</p>	<p>URGENT</p> <p></p> <p>Within 2 days of request</p>	<p>ROUTINE</p> <p></p> <p>Within 21 days of request</p>
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Specialty Care

<p>Specialty Care</p>	<p>URGENT</p> <p></p> <p>Within 3 days of referral</p>	<p>ROUTINE</p> <p></p> <p>Within 45 days of referral</p>
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Dental Care

<p>Dental Care</p>	<p>URGENT</p> <p></p> <p>Within 3 days of referral</p>	<p>ROUTINE</p> <p></p> <p>Within 45 days of referral</p>
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Maternity Care

<p>FIRST TRIMESTER</p> <p></p> <p>Within 14 days of request</p>	<p>SECOND TRIMESTER</p> <p></p> <p>Within 7 days of request</p>	<p>THIRD TRIMESTER</p> <p></p> <p>Within 3 days of request</p>	<p>HIGH RISK PREGNANCIES</p> <p></p> <p>Within 3 days of identification of High Risk</p>
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Behavioral Health

Urgent need appointments

As expeditiously as the member's health condition requires but no later than 24 hours from identification of need

Routine Appointments:

Initial assessment within seven calendar days of referral or request for service,
 ii. The first behavioral health service following the initial assessment as expeditiously as the member's health condition requires but no later than 23 calendar days after the initial assessment, and
 iii. All subsequent behavioral health services, as expeditiously as the member's health condition requires but no later than 45 calendar days from identification of need.

Psychotropic Medications:

Assess the urgency of the need immediately, and Provide an appointment, if clinically indicated, with a Behavioral Health Medical Professional within a timeframe that ensures the member a) does not run out of needed medications, or does not decline in his/her behavioral health condition prior to starting medication, but no later than 30 calendar days from the identification of need.

Wait Times:

a member's waiting time for a scheduled appointment at the PCP's or specialist's office should be no more than 45 minutes, except when the provider is unavailable due to an emergency