

## Timeliness of Access to Care Standards

Provider Type	Appointment Type	Access Standard
PCP, Specialist, Behavioral Health (BH)	Emergency	Immediately seen or referred to an emergency facility
Behavioral Health (BH)	Non-Life-Threatening Emergency Care	Within 6 hours  Practice sites will be able to schedule an appointment within 6 hours of being contacted by member or will direct member to go to the emergency room or a behavioral health crisis unit.
PCP, Specialist Behavioral Health (BH)	Urgent Care	Within 48 hours
PCP, Specialist	Routine Care	Within 21 calendar days  Exceptions are permitted at specific times when PCP capacity is temporarily limited.
Behavioral Health (BH) Behavioral Health (BH)	Initial Routine Care Follow up Routine Care	Within 10 business days Within 15 business days

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PCP	After-Hours Care	24 hours day, 7 days per week  A live person, recording, or auto attendant will direct enrollee in the case of a true emergency to call 911 or go to the nearest emergency room. An on-call physician is available after-hours.
PCP	Early Periodic Screening, Diagnostic, and Treatment (EPSDT) Services	Must be scheduled in accordance with EPSDT guidelines and the EPSDT Periodicity Schedule.
PCP	Supplemental Security Income (SSI)	SSI enrollees must be encouraged to schedule an appointment with a PCP or specialist who manages the enrollee's care within 45 calendar days of initial enrollment.
PCPs and Specialists that Provide Prenatal Care	Initial Prenatal Care	Within 14 calendar days of pregnancy confirmation

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