



# WellCare Access & Availability Standards

Your commitment to providing timely access and availability enables WellCare enrollees to receive the care they need.

The New York State Department of Health requires participating providers to comply with the following minimum appointment access and availability standards:

- **Emergency care:** immediately upon presentation at a service delivery site
- **Urgent care:** within 24 hours of the request
- **Non-urgent “sick” visit:** within 48 to 72 hours of the request, as is clinically indicated
- **Routine non-urgent, preventive appointments:** within 4 weeks of the request
- **Specialist referrals (not urgent):** within 4 to 6 weeks of the request
- **Initial prenatal visit:** within 3 weeks during first trimester, within 2 weeks during the second trimester and within 1 week during the third trimester
- **Adult baseline and routine physicals:** within 12 weeks of enrollment (adults >21 years)
- **Initial PCP office visit for newborns:** within 2 weeks of the hospital discharge
- **Well-child care:** within 4 weeks of the request
- **Initial family-planning visit:** within 2 weeks of the request
- **Follow-up outpatient visit <after an emergency department or hospital discharge, including a mental health or substance abuse admission>:** within 5 days of request, or as clinically indicated
- **Non-urgent mental health or substance abuse visit:** within 2 weeks of the request
- **Provider visits to make health, mental health and substance abuse assessments for the purpose of submitting a provider’s recommendations regarding a recipient’s ability to perform work when requested by an LDSS:** within 10 days of the request by an MMC enrollee, in accordance with Section 10.7 of this agreement
- **In-office wait times:** enrollees should not routinely experience wait times longer than 1 hour
- **After-hours medical services and coverage:** PCPs must provide their patients with access to medical services and/or health advice about emergent treatment options, either directly or by their on-call covering physician(s), 24 hours a day, 7 days a week

Please contact our Provider Services department with changes to your office’s schedule of patient-care hours and/or new providers affiliated with your practice.