



Appointment Access Standards Matter!

Give your patients the right care in the right place at the right time. When you follow appointment access standards, emergency room visits **decrease**, health outcomes improve and your patients' trust in you – their behavioral health provider – **increases!** Use these few simple guidelines to make a **big difference** in their lives and health.

Behavioral Health Appointment Scheduling Guidelines

<p>Routine/Preventive</p> <hr/> <p>within</p> <p>14</p> <p>calendar days</p>	<p>Urgent</p> <hr/> <p>within</p> <p>24</p> <p>hours</p>	<p>Hospital Admissions</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="border-bottom: 1px solid black; text-align: center;">Elective</td> <td style="border-bottom: 1px solid black; text-align: center;">Emergency</td> </tr> <tr> <td style="text-align: center;">within</td> <td style="text-align: center;">Immediately</td> </tr> <tr> <td style="text-align: center;">30</td> <td style="text-align: center;">24/7</td> </tr> <tr> <td style="text-align: center;">calendar days</td> <td style="text-align: center;">without prior authorization</td> </tr> </table>	Elective	Emergency	within	Immediately	30	24/7	calendar days	without prior authorization
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**Quality care is a team effort.
Thank you for playing a starring role!**



Wait Times for Patients

Appointment



At 30 minutes

Ask patient:
Wait or reschedule?



At 1 hour

Patient must be
in exam room

No Appointment



At 45 minutes

Ask patient:
Wait or reschedule?



At 90 minutes

Patient must be
in exam room

After-Hours Response Guidelines

You must return non-urgent calls in
1 hour – urgent calls in 20 minutes.

Need assistance or additional copies? Contact your Provider Relations Representative. Find your representative's contact information at: www.wellcare.com/Georgia/Providers/Medicaid.

The What, Why And How With Wait-Time Examples

What Are Appointment Access Standards?

It's important to make sure members have timely access to care so they get the right care at the right time in the right location.

Why Do Appointment Access Standards Matter?

WellCare providers are required to follow the guidelines. It helps cut down on unnecessary emergency room visits and increases your patients' engagement with their behavioral health provider.

How Can You, As A Provider, Meet The Appointment Access Standards?

Knowledge is power. Know what the standards are, and educate your staff to understand the standards. Post this guide in many visible places in your office.

Appointment Wait-Time Examples

Routine Visits

Example: An established patient calls your office needing a medication refill or a regularly scheduled visit.

- **Behavioral health providers**, ask yourself: If a patient calls for a routine visit would I be able to see the patient within 10 business days?

Sick visits or urgent need appointments

Example: A patient calls your office saying she needs a sick visit.

- **Behavioral health providers**, ask yourself: If a patient calls saying he or she is sick, can I see the patient within 48 hours?



WellCare proudly serves the Georgia Medicaid and PeachCare for Kids® members enrolled in the Georgia Families® program and women enrolled in the Planning for Healthy Babies® program.