



## APPOINTMENT AVAILABILITY AND STANDARDS

VISIT TYPE	APPOINTMENT TYPE	ACCESS STANDARD
Medical	Medical - Urgent Care	Within 24 hours
Medical	Medical - Sick	Within 7 calendar days or 5 business days (whichever is earlier)
Medical	Medical - Routine	Within 30 calendar days
Medical	Follow-up to hospital discharge	Within 7 calendar days from discharge date
Behavioral Health	BH - Non-Life-Threatening Emergency	Within 6 hours
Behavioral Health	BH - Urgent	Within 24 hours
Behavioral Health	BH - Routine with Symptoms	Within 7 calendar days or 5 business days (whichever is earlier)
Behavioral Health	BH - Routine	Within 10 business days
Behavioral Health/ Substance Abuse	Follow-up to hospital discharge	Within 7 calendar days from discharge date
Behavioral Health	Follow-up visits to initial routine care appointments	Within 30 calendar days to evaluate patient progress
Maternity Care Initial Prenatal Visit	First trimester initial visit	Within 7 calendar days
Maternity Care Initial Prenatal Visit	Second trimester initial visit	Within 7 calendar days
Maternity Care Initial Prenatal Visit	Third trimester initial visit	Within 3 calendar days
Maternity Care Initial Prenatal Visit	High-Risk Pregnancy initial visit	Within 3 calendar days

The average wait times for appointments should not exceed one hour from scheduled appointment times. This includes time spent both in the lobby and in the room before Provider examination.

# The Right Care at the Right Time

**Use this guide to ensure members get appointments they need, when they need them.**

We're here to help. If you have any questions about this information, please contact your Provider Relations Representative or your Quality Practice Advisor.

**Quality care is a team effort.  
Thank you for playing a starring role!**