

Access and Availability Standards

Physical Accessibility & Appearance Standards

- ✓ Handicapped/
Wheel Chair Accessible
- ✓ Clean Appearance
- ✓ Adequate Seating
- ✓ Posted Office Hours
- ✓ Well-Lit Waiting Room

Office Standards

- Wait time should not exceed 30 minutes.
- Primary Care Providers (PCP) should have a 'no-show' follow-up policy.
- Office should have a system in place to remind patients of appointments.
- Office should have policy in place for reporting communicable diseases.
- Office should have documented office standards for orderliness, security and confidentiality of medical records.
- Office should have an organized, secure, and confidential filing system for medical records.
- Offices closed during lunch must have phone coverage via answering service or answering machine. Messaged must be returned by the end of the business day.
- Members should be scheduled at the rate of six or less per hour.
- PCP's shall not exceed a panel ratio of one (1) PCP to 1,500 members.
- Specialty care providers shall not exceed a ratio of one (1) specialty to 5,000 members.
- Behavioral Health Care providers shall not exceed a ratio of one (1) behavioral health provider to 5,000 member.

Access Standards

- Members should be scheduled at the rate of six or less per hour.
- PCP's shall not exceed a panel ratio of one (1) PCP to 1,500 members.
- Specialist care providers shall not exceed a ratio of one (1) specialist to 5,000 members.
- Behavioral Health Care providers shall not exceed a ratio of one (1) behavioral health provider to 5,000 member.

After Hours Care

- A PCP's office telephone must be answered in a way that the member can reach the PCP or another designated provider. Their telephone must be:
 - Answered by an answering service that can contact the PCP or other designated on-call provider
 - Answered by a recording directing the member to call another number to reach the PCP or other designated on-call provider
 - Transferred to another location where someone will answer and be able to contact the PCP or other designated on-call provider
- After hours phone call must be returned within 30 minutes



Access and Availability Standards

Appointment Standards

Primary Care and Specialty Care Providers	
Preventative Care Appointments (For All Medical Provider Types)	within 30 days
Urgent Appointments (For All Medical Provider Types)	within 48 hours
After Hours/Emergency Care	24 hours a day/ 7 days a week
Family Planning Services (Counseling and Medical)	<ul style="list-style-type: none"> Ages 18+: As Soon As Possible/Within 30 Calendar Days Under Age 18: As Soon As Possible/Within 10 Calendar Days
Pregnancy Preventative Care	<ul style="list-style-type: none"> 1st Trimester – within 14 days 2nd Trimester – within 7 days 3rd Trimester – within 3 days

If a referral is required before making an appointment for specialty care, any such appointment shall be made within 30 days for routine care or 48 hours for urgent care.



Behavioral Health Care Providers	
Care for non-life threatening emergency	within 6 hours
Life threatening emergency	Immediately
Urgent Care	within 48 hours
Post-Discharge Outpatient Aftercare	within 7 calendar days of discharge
Routine Care	<ul style="list-style-type: none"> Initial visit: within 10 business days of request Follow-up visit: within 30 calendar days of request
All Other Services	within 60 days
Missed Appointment Follow-Up	within 24 hours to reschedule
Referrals	within 30 days

Other Providers (Dental, Vision, Laboratory and Radiology)	
Routine Appointments	within 30 days
Urgent Care	within 48 hours