

Medicaid Appointment Access Standards

Your practice site has contractually agreed to provide timely access to care for Highmark Health Options members. Please review the below access standards related to appointment wait times/protocol:

Provider Type	Appointment Type	Standard
PCP, Specialists	Emergency Services	Available 24/7 Emergency care is available on an immediate basis, at the nearest facility available, regardless of whether the facility is a participating provider.
PCP, Specialist	Emergency Condition Appointments Examples include: high-grade fever, persistent vomiting or diarrhea or symptoms which are of sudden or severe onset, but which do not require emergency room services	Available Same day
PCP, Specialist	Urgent Care Appointments Examples include: persistent rash, non-specific pain or fever	Within 2 calendar days (48 hours)
PCP, Specialist	Routine Care Appointments Examples include: well-child EPSDTs, routine physical exams	Within 3 weeks (21 days) of request
PCP, Specialist	Office Waiting Times	Office wait time should not exceed one hour. Providers should notify patients as soon as possible of any delays. If the delay will result in more than a 90-minute wait, then the patient must be offered a new Appointment.
OB-GYN Specialist (Additional Standards)	Maternity-1st Trimester	Within 3 weeks (21 days) of request
OB-GYN Specialist (Additional Standards)	Maternity-2nd Trimester	Within 7 calendar days of request
OB-GYN Specialist (Additional Standards)	Maternity-3rd Trimester	Within 3 calendar days of request

Provider Type	Appointment Type	Standard
OB-GYN Specialist (Additional Standards)	High-risk Pregnancies	Within 3 calendar days of identification of high risk by the contractor or maternity care provider, or immediately if an emergency exists.
Behavioral Health Practitioner	Emergency Services	Within 24 hours of request
Behavioral Health Practitioner	Immediate Treatment Ensure immediate referral and warm transfer to crisis providers for members experiencing a behavioral health crisis, including mobile team response based on the acuity of the member	Within 1 hour of request
Behavioral Health Practitioner	Follow-up visit after Discharge Examples include: Members being discharged from an inpatient or residential setting to a community placement; or members seen in an emergency room, or by a BH crisis provider for a BH condition.	Within 2 business days
Behavioral Health Practitioner	Routine outpatient services with a non-prescribing clinician for an initial assessment	Within 7 calendar days of request
Behavioral Health Practitioner	Non-emergency outpatient services for prescribing clinician services	Within 3 weeks (21 days) of request
Behavioral Health Practitioner	Non-Life-Threatening Emergency	Within 6 hours Practice sites will be able to schedule an appointment within 6 hours or will direct member to go the emergency room or a behavioral health crisis unit.
Behavioral Health Practitioner	Urgent Care	Within 48 hours
Behavioral Health Practitioner	Initial Routine Care	Within 10 business days
Behavioral Health Practitioner	Follow-up Routine Care	Within 15 business days

Provider Type	Appointment Type	Standard
PCP, Behavioral Health Practitioner	After-hours Care	<p>After hours calls from members with an emergent or urgent medical condition will be handled within one hour of the member contacting the practice site – through immediate instruction or member receives call back from practice site with instruction, within one (1) hour.</p> <p><u>Instructions provided by the practice will include one or more of the following options:</u></p> <ul style="list-style-type: none"> *Call 911/988 or go to nearest emergency room *Direct patient to behavioral health crisis unit, crisis intervention or mobile response team *Direct patient to go to an urgent care center *See patient same day *See patient at another location same day <p>Important reminders: Practice sites must be accessible to members 24 hours a day/7 days a week.</p> <p>Our members must be instructed to call 911/988 or go directly to the emergency room in the case of a true emergency.</p> <p>Answering services or machines must instruct members on how to reach an on call physician/clinician. The member must receive a phone call within one hour with instructions.</p>