



Medicare Accessibility Standards

Your practice site contractually agreed to provide timely access to care for our members.
Please review the below access standards related to appointment wait times.

PROVIDER TYPE	APPOINTMENT TYPE	ACCESS STANDARD
Primary Care (PCP) Behavioral Health (BH)	Emergent Care	Immediately seen or referred to an emergency facility Practice sites will be able to schedule an appointment immediately or refer the member to an emergency facility.
Primary Care (PCP) Behavioral Health (BH)	Urgent Care	Immediately seen or scheduled within 24 hours Practice sites will be able to schedule an appointment either immediately or within 24 hours of being contacted by member.
Primary Care (PCP) Behavioral Health (BH)	Non-Urgent, but in need of medical attention	Within 7 business days Practice sites will be able to schedule an appointment within 7 business days of being contacted by member.
Primary Care (PCP) Behavioral Health (BH)	Routine or Preventative Care	Within 30 business days Practice sites will be able to schedule an appointment within 30 business days of being contacted by member.