

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. After hours, a live person, recording, or auto attendant will direct patients in the case of a true emergency go to the nearest emergency facility.
PCP	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
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 Specialists (Additional Standards)	Maternity-1st Trimester	Within 3 weeks (21 days) of request
OB-GYN Specialists (Additional Standards)	Maternity-2nd Trimester	Within 7 calendar days of request
OB-GYN Specialists (Additional Standards)	Maternity-3rd Trimester	Within 3 calendar days of request

Provider Type	Appointment Type	Standard
OB-GYN Specialists	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