

Medicare 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, Specialist, 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.
Behavioral Health (BH)	Non-Life Threatening Emergency Care	Within 6 hours Practice sites will be able to schedule an appointment within 6 hours of being contacted by member or will direct member to go to the emergency room or a behavioral health crisis unit.
PCP, Specialist Behavioral Health (BH)	Urgent Care	Within 24 hours Practice sites will be able to schedule an appointment within 24 hours of being contacted by member. Within 48 hours Behavioral health practice sites will be able to schedule an appointment within 48 hours of being contacted by member.
PCP	Non-Urgent, but in need of medical attention	Within 1 week Practice sites will be able to schedule an appointment within 1 week of being contacted by member.
PCP, Specialist Behavioral Health (BH)	Routine or Preventative Care Initial Routine Care (BH) Follow up Routine Care (BH)	Within 30 days Practice sites will be able to schedule an appointment within 30 days of being contacted by member. Within 10 business days (BH) Within 15 business days (BH)

<p>PCP, Specialist</p>	<p>Wait Time in the Waiting Room and exam room for routine care appointment</p>	<p>Average office wait time is no more than thirty (30) minutes or at any time no more than up to (1) hour when the physician encounters an unanticipated urgent medical condition visit or is treating a member with a difficult medical condition need.</p>
<p>PCP</p>	<p>After-hours Care</p>	<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><i>Instructions provided by the practice will include one or more of the following options:</i></p> <ul style="list-style-type: none"> *Call 911 or go to nearest emergency room *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 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. The member must receive a phone call within one hour with instructions.</p>