



NETWORK MEDICAL MANAGEMENT

To: Contracted Providers
From: Provider Network Operations
Date: August 7, 2017
Re: Access and After Hours Standards

Each year, the IPA and Health Plans conduct access and after-hours access studies with a random selection of participating primary care physicians (PCPs) and specialty care providers. The IPA and health plans monitor these standards through a number of mechanisms; including telephonic survey's to determine if physician offices are providing timely access to care during normal business and after hours.

AFTER-HOURS ACCESS GUIDELINES

As required by applicable statutes, participating providers must ensure that, when medically necessary, medical services are available and accessible 24 hours a day, seven days a week, and PCPs are required to have appropriate back-up in the event of an extended absence.

Providers who do not have medical services available 24 hours a day, seven days a week may use an answering service or answering machine to provide members with clear and simple instructions on after-hours access to urgent/emergent medical care. This information is vital in case of an urgent or emergency situation, or if there is a need to contact a physician outside business hours.

ACCESS STANDARDS

As a reminder to all physicians in our network, below is a listing of the access to care and after hours criteria as required by the State. Please review the elements included in the access to care and after hours criteria to ensure you are compliant.

Access Criterion Appointment Type	Standard
After Hours Phone Emergency PCP and Specialist	Answering service or recording to responds immediately with 9-1-1 instructions or refers to nearest emergency room. Also instructions on how to connect with the doctor or on call physician.
After Hours Phone Urgent PCP and Specialist	Respond within 30 minutes (if message machine or live it needs to state that the provider will call the member back within 30 minutes)
After Hours Phone Non-Urgent PCP and Specialist	Respond within 24 hours
Access to PCP or Specialist – After Hours	Available 24 hours a day, 7 days a week Instructions provided on how to connect with doctor, on-call physician, or covering nurse
Telephone Access – Business Hours	Live person answers within 30 seconds. Telephone access available 24 hours a day, 7 days a week
PCP Urgent Appointment	Within 24 hours
Routine PCP Appointment	Within 10 business days
Preventive Care Appointment / Physical	Adults: within 30 calendar days Children: within 14 calendar days for children
Well Child Exams	Within 14 calendar days
Routine Specialty Appointment	Within 14 calendar days
Urgent Specialty Appointment – requiring prior authorization	Within 4 days
Urgent Specialty Appointment – not requiring authorization	Within 2 days
Emergency Care (In & Out of Area)	Immediate disposition of member to the appropriate care setting (i.e., urgent care or nearest emergency room)
Waiting Time (<i>PCP and SPC</i>)	15-30 minutes, not to exceed 30 minutes.