

DHP Appointment Availability Policy

Access Descriptions	Definition	Accessibility Standards
Preventive Care	Well-child exam, annual physical, wellness visits, or gynecological exams	Within 4 weeks of request
New Pregnancy	Onset new pregnancy	Within 30 days of request
Routine Primary Care	Primary care for non-urgent symptomatic conditions (differentiates it from wellness visits), such as chronic health problem or ongoing illness in which the member is experiencing no significant change in ADL's; i.e., HTN, seasonal allergies, medication checks	Within 7 days of request
Routine Specialist Care	Specialist care for non-urgent stable health problems, such as cardiovascular disease, MS, medication checks	Within 90 days of request
Follow-up visit	Recheck of sprain, ear infection, new medication	Within 14 days of request
Symptomatic/non-urgent acute complaint	Sore throat no fever	Within 3 days of request
Urgent Care	Sudden, severe onset of illness or health problem requiring medical attention; i.e., sore throat with fever, localizing abdominal pain	Within 24 hours
Emergency Care	Sudden, severe injury or symptoms requiring immediate attention; i.e., chest pain with cardiac HX/unrelieved by NTG, uncontrolled bleeding	Provide and/or refer for emergency care immediately
After-hours Care	☐ Practitioners are available to members 24 hours a day either directly or by call coverage* ☐ Calls are answered within 45 seconds at least 95 percent of the time	Answering system that arranges access of: ☐ ER & Urgent calls = 30 min response time ☐ Life-threatening = refer to appropriate health care facility

Behavioral Health

Non Life-Threatening Emergency		Within 6 hours
Urgent Care		Within 48 hours
Routine Office		Within 10 working days

* If you use an answering machine, please make sure the recording specifically includes the following information. NCQA requires messages include instructions for the terms urgent, emergency and life threatening. "If this is an urgent situation, please contact (appropriate contact). If this is an emergency or life-threatening situation, please call 911 or go to the nearest emergency room."