



# Appointment Availability

Wellcare will monitor appointment and after-hours availability on an on-going basis through its Quality

All Providers must adhere to standards of timeliness for appointments and in-office waiting times. These standards take into consideration the immediacy of the Member’s needs. Wellcare will monitor Providers against the standards below to help Members obtain needed health services within acceptable appointment times, in-office waiting times, and after-hours standards. Providers not in compliance with these standards will be required to implement corrective actions.

Members can access care according to the following standards:

- Urgently needed services and emergency care: immediately or less than 24 hours
- Services that are not emergency or urgently needed but do require medical attention: within one week
- Routine and preventive care: within 30 days

Provider Type	Waiting Time
PCP – Urgent	≤ 24 hours
PCP – Non -urgent	≤ 1 week
PCP – Regular and Routine	≤ 30 calendar days
PCP – After -hours Care	24 hours per day, 7 days per week
All Specialists (including High Volume and High Impact) – Urgent	≤ 24 hours
All Specialists (including High Volume and High Impact) – Regular and Routine	≤ 30 calendar days
Behavioral health Provider – Urgent Care	≤ 48 hours
Behavioral health Provider – Initial Routine Care	≤ 10 business days
Behavioral health Provider – Non -Life Threatening Emergency	≤ 6 hours
Behavioral health Provider – Routine Care follow -up	≤10 business days

**In-office wait times for all standards shall not exceed 15 minutes.**

## **Telephone Arrangements**

PCPs must provide or arrange for coverage of services, consultation, or approval for referrals 24 hours per day, seven days per week. To ensure access and availability, PCPs must provide one of the following after-hours services:

- A 24-hour answering service that connects the Member to someone who can render a clinical decision or reach the PCP
- Answering system with option to page the physician for a return call within a maximum of 30 minutes
- A medical professional who will answer after-hours calls and provide the Member with access to the PCP or on-call physician within a maximum of 30 minutes