



Health Care Clinic*

ACCESS STANDARDS

- Waiting time in clinic (begins at time of scheduled appt); \leq (less than or equal to) 1 hr.
- Routine health evaluation; Appt. available within 30 working days
- Sick non-urgent appt (illness, onset not sudden); Appt. available within 5 working days
- Urgent appt (sudden onset of signs/symptoms); Appt. available within 24 hrs. or refer to urgent care
- F/U for chronic condition; Appt. available within 30 working days

* Includes Indian Health Service Provider
AKA – Essential Community Providers

AFTER HOURS ACCESS STANDARDS

- The provider is required to provide access or personal instruction to members 24 hours a day, seven days per week
- This coverage includes instructions to call another number that connects to a person or an office outgoing message that can be returned within one hour
- Out of office messages directing the member to call 911 or to go to the closest emergency room or urgent care center for services alone is unacceptable instruction
- All office calls should be answered and must provide instruction per the above requirements