



ACCESS STANDARDS FOR PRIMARY CARE

- Routine Health Evaluations:
 - Appointment available within 30 business days
- Sick non-urgent appointment (illness which does not have a sudden onset of symptoms):
 - Appointment available within 5 business days
- Urgent Appointment (sudden onset of symptoms):
 - Appointment available within 24 hours or refer to level of urgent care services
- Ability to reach call coverage after hours
- Follow-up for chronic condition: Appointment available within 30 business days
- Emergency situation: *BCBSOK defines emergency care as:*
 - treatment for an injury, illness or condition manifesting itself by acute symptoms of sufficient severity, including severe pain, such that a reasonable and prudent layperson could expect the absence of medical attention to result in:*
 - *Serious jeopardy to the Subscriber's health;*
 - *Serious impairment to bodily function; or*
 - *Serious dysfunction of any bodily organ or part.*

ACCESS STANDARDS FOR SPECIALTY CARE

- Initial specialty referral: Appointment available within 14 business days
- Urgent specialty referral: Appointment available within 24 hours

ACCESS STANDARDS FOR CLINICS

- Waiting time in clinic:
 - No longer than 1 hour waiting time in clinic prior to seeing a physician. (*waiting time begins at the time of scheduled appointment*)
- Waiting time in clinic for Behavioral Health:
 - 60 minutes or less (*waiting time begins at the time of scheduled appointment*)

ACCESS STANDARDS FOR BEHAVIORAL HEALTH AND SUBSTANCE ABUSE

- Initial visit for routine care: Appointment available within 10 business days
- Urgent: Appointment available within 24 hours
- Emergency: Direction to care available immediately
- Non-life-threatening emergency: Treatment available within 6 hours
- Residential care or hospitalization: Appointment available within 7 days of request
- Follow-up Routine Care: Within 30 days of request
- Ability to reach call coverage after hours

ACCESS STANDARDS AFTER HOURS

- The provider is required to provide access or personal instructions 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 members 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 instructions per the above requirements