

Appointment availability standards for healthcare providers

Appointment type	Availability timeframe
Adult baseline & routine physical	Within 12 weeks of enrollment
Adult baseline & routine physical for HIV SNP members	Within 4 weeks of enrollment
Initial family planning visit	Within 2 weeks of request
In-plan behavioral health or substance abuse follow-up visit (Pursuant to emergency or hospital discharge)	Within 5 calendar days of request or as clinically indicated
In-plan non-urgent behavioral health visit	Within 2 weeks of request
Health assessment of ability to work	Within 10 calendar days of request
Emergency care	Immediately upon presentation
Urgent medical/behavioral care	Within 24 hours of request
Non-urgent "sick" visit	Within 48-72 hours of request
Specialist referrals (Non-urgent)	Within 4-6 weeks of request
Routine non-urgent preventive health visits	Within 28 days of request
Well child care	Within 28 days of request
Initial prenatal visit, 1 st trimester	Within 3 weeks of request
Initial prenatal visit, 2 nd trimester	Within 2 weeks of request
Initial prenatal visit, 3 rd trimester	Within 1 week of request
Initial PCP visit for newborns	Within 2 weeks of hospital discharge
Initial newborn visit for HIV SNP members	Within 48 hours of hospital discharge