



**Appointment Accessibility Standards – Medicaid, Ambetter and Allwell**

**Please See Below for Any Products Your Practice Participates In**

**Home State Health, Ambetter and Allwell** network providers are required to meet and/or exceed the following Appointment Accessibility Standards in accordance with the appointment standards outlined in the contract and in the provider manual:

**Wait Times:** Home State shall ensure that waiting times (defined as time spent both in the lobby and in the examination room prior to being seen by a provider) for appointments do not exceed one hour from the scheduled appointment for Home State and Ambetter. In-office wait time for Allwell is less than 45 minutes, except when the provider is unavailable due to an emergency.

**Appointment Accessibility Standards:** All provider types shall adhere to appointment standards. The time elapsed between the request for an appointment and the scheduled appointment should not exceed the following:

**Home State and Ambetter** Provider Appointment Standards

Type of Appointment	Scheduling Time Frame for Appointment
<b>Urgent Care</b> –appointments for illness, injuries which require care immediately but do not constitute emergencies (e.g. high temperature, persistent vomiting or diarrhea, symptoms which are of sudden or severe onset but which do not require emergency room services)	<i>Within twenty four (24) hours</i>
<b>Routine care with symptoms-</b> (e.g. persistent rash, recurring high grade temperature, nonspecific pain, fever)	<i>Within one (1) week or five(5) business days; whichever is earlier</i>
<b>Routine care without symptoms-</b> (e.g. well child exams, routine physical exams)	<i>Within thirty (30) calendar days</i>
<b>Behavioral Health and Substance Abuse Services</b>	<i>Aftercare appointments within seven (7) calendar days of hospital discharge</i>
<b>Behavioral Health and Substance Abuse Emergent Services</b>	<i>Immediately (non-life threatening within 6 hours) or direct member to a crisis center. If a crisis center is not available in the member’s area, direct the member to the ER</i>

<b>Maternity Care</b> – Obstetric providers shall provide initial prenatal care appointments for enrolled pregnant members as follows.	
<b>First Trimester appointments must be available-</b>	<i>Within seven (7) calendar days of first request</i>
<b>Second Trimester appointments must be available-</b>	<i>Within seven (7) calendar days of first request</i>
<b>Third Trimester appointments must be available-</b>	<i>Within three (3)calendar days of first request</i>
<b>Appointments for High Risk Pregnancies must be available-</b>	<i>Within three (3) calendar days of identification of high risk to Home State or maternity care provider or immediately if an emergency exists</i>

*Allwell from Home State Health* Provider Appointment Standards

Type of Care	Accessibility Standard
<b>PRIMARY CARE</b>	
<b>Emergency</b>	<i>Same day of request</i>
<b>Urgent Care</b>	<i>Within two (2) days of request</i>
<b>Routine</b>	<i>Within 21 days of request</i>
<b>SPECIALTY REFERRAL</b>	
<b>Emergency</b>	<i>Within 24 hours of referral</i>
<b>Urgent care</b>	<i>Within three (3) days of referral</i>
<b>Routine</b>	<i>Within 45 days of referral</i>
<b>The in-office wait time is less than 45 minutes, except when the provider is unavailable due to an emergency.</b>	

**Allwell Behavioral Health** Provider Appointment Standards

<b>Appointment Type</b>	<b>Description</b>	<b>Standard</b>
<b>Immediate</b>	<i>Behavioral health services provided within a time frame indicated by behavioral health condition, but no later than 2 hours from identification of need or as quickly as possible when a response within 2 hours is geographically impractical</i>	<i>Within 2 hours – may include telephonic or face-to-face interventions</i>
<b>Urgent</b>	<i>Behavioral health services provided within a time frame indicated by behavioral health condition but no later than 24 hours from identification of need</i>	<i>Within 24 hours</i>
<b>Routine – initial assessment</b>	<i>Appointment for initial assessment with a BHP within 7 days of referral or request for behavioral health services</i>	<i>Within 7 days of referral</i>
<b>Routine – first behavioral health service</b>	<i>Includes any medically necessary covered behavioral health service including medication management and/or additional services</i>	<i>Within 7 days of referral</i>
<b>Appointments for psychotropic medication</b>	<p><i>The member’s need for medication is assessed immediately and, if clinically indicated, the member is scheduled for an appointment within a time frame that ensures:</i></p> <ol style="list-style-type: none"> <li><i>1. The member does not run out of any needed psychotropic medications; or</i></li> <li><i>2. The member is evaluated for the need to start medications to ensure that the member does not experience a decline in his or her behavioral health condition.</i></li> </ol>	
<b>Referrals or requests for psychotropic medications</b>	<i>Screening, consultation, assessment, medication management, medications, and/or lab testing services, as appropriate</i>	<i>Assess the urgency of the need immediately. If clinically indicated, provide an appointment with a BHP within a time-frame indicated by clinical need, but no later than 30 days from the referral/initial request for services.</i>
<b>Non-emergency transportation</b>	<i>Member must not arrive sooner than one hour before his or her scheduled appointment; and Member must not have to wait for more than one hour after the conclusion of his or her appointment for transportation home or to another pre-arranged destination.</i>	

**After-hours access *Medicaid, Ambetter and Allwell***

Home State Health’s Primary Care providers, Behavioral Health providers, and Specialty providers are required to maintain sufficient access to covered physician services and shall ensure that such services are accessible to members as needed 24-hours a day, seven days a week. Home State Health monitors provider compliance through after-hours calls. Primary Care Providers and Specialists must adhere to the following response time for telephone call-back waiting times:

- After hours telephone care for non-emergent, symptomatic issues within 30 minutes
- Same day for non-symptomatic concerns

After-hour calls should be documented in a written format in either an after-hour call log or some other method, then transferred to the member’s medical record. A provider’s office phone must be answered during normal business hours. During after-hours, a provider must have arrangements for access to a covering provider, an answering service, triage service or a voice message that provides a second phone number that is answered.

**Contact Provider Partnership:** .....

**HomeStateHealth.com**

**Allwell.HomeStateHealth.com**

**Ambetter.HomeStateHealth.com**

**Home State: 1-855-694-4663**

**MAPD: 1-855-766-1452 / D-SNP: 1-833-298-3361 / TTY:711**

**Ambetter: 1-855-650-3789 TTY/TDD: 1-877-250-6113**

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