

# PROVIDER ACCESSIBILITY

## Appointment Access Standards and Annual Audit

CountyCare follows the accessibility requirements set forth by regulatory and accrediting agencies. Appointment accessibility standards are shown in the table below by provider type. Providers will be randomly selected to participate in at least an annual telephone survey to monitor compliance with these standards.

### 24-Hour Access for Members

CountyCare primary care and specialty providers shall provide coverage for their respective practices twenty-four (24) hours a day, seven (7) days a week. After-hours coverage must be accessible using the medical office's published daytime telephone number. Voicemail alone after hours is not acceptable. After-hours calls must be documented in a written format and transferred to the member's medical record. The selected method of 24-hour coverage must connect the caller to someone who can provide clinical advice to the member or reach the practitioner or covering medical professional. The practitioner or covering medical professional must return the call within thirty (30) minutes of the initial contact.

Provider	Category	Standard
<b>PCP</b>	Regular, Routine Care (preventive >6 months old) Routine Care (infant <6 months old) Non-Urgent Problem or Complaint Urgent Care	Within five (5) weeks Within two (2) weeks Within three (3) weeks Within twenty-four (24) hours
<b>Prenatal Care</b>	Prenatal – 1st Trimester Prenatal – 2nd Trimester Prenatal – 3rd Trimester	Within two (2) weeks Within one (1) week Within three (3) days
<b>Behavioral Health</b>	Care for non-life-threatening emergency Urgent Care Initial Visit for Routine Care Follow-up Routine Care	Within six (6) hours (or directed to ER or BH crisis unit) Within forty-eight (48) hours Within ten (10) business days Within twenty (20) business days
<b>Specialty Care</b>	Initial Visit for Routine Care Follow-up Routine Care	Within four (4) weeks Within four (4) weeks
<b>All Provider Types</b>	Average Office Wait Time All Appointment Types	Less than one (1) hour No more than six (6) scheduled per hour
<b>Primary, Behavioral Health, and Specialty Care</b>	After-hours care	24/7 coverage (voicemail only not accepted)