



Practitioner

ACCESS STANDARDS

- Routine Health Evaluation:
 - Appointment available within 30 working days
- Sick non-urgent appointment (illness which does not have a sudden onset of symptoms):
 - Appointment available within 5 working 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 working 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.*
- Consultant/Specialist:
 - Initial specialty referral: Appointment available within 14 working days
 - Urgent specialty referral: Appointment available within 24 hours
- Waiting time in clinic:
 - No longer than 1 hour waiting time in clinic prior to seeing physician. (*waiting time begins at the time of scheduled appointment*)

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

MENTAL HEALTH AND SUBSTANCE ABUSE ACCESS STANDARDS

- Non Urgent: Appointment available within 10 working days
- Urgent: Appointment available within 48 hours
- Emergency: Direction to care available immediately
- Non-life threatening emergency: Treatment available within 6 hours
- Waiting time in clinic (begins at time of scheduled appt.) 60 minutes or less
- Outpatient follow-up after hospitalization: Appointment available within 7 working days
- Ability to reach call coverage after hours