



2025 Oklahoma Commercial Practitioner Access Standards



Access Standards for Primary Care

Type of Appointment	Appointment Availability Timeframe
Routine health evaluation	Within 15 business days
Sick non-urgent	Within 5 business days
Urgent (sudden onset of symptoms)	Within 24 hours of refer to level of urgent care services
Follow-up for chronic condition	Within 30 business days

Access Standards for Primary Care include the ability to reach call coverage after hours.

Blue Cross and Blue Shield of Oklahoma 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
- Impairment to bodily function; or
- Dysfunction of any bodily organ or part

Access Standards for Specialty Care

Type of Appointment	Appointment Availability Timeframe
Initial specialty referral	Within 30 business days
Urgent specialty referral	Within 24 hours

Access Standards for Specialty Care

Types of Appointment	Appointment Wait Times (Wait time begins at time of schedule appointment.)
In Clinic	No longer than 1 hour waiting time prior to seeing a provider.
In Clinic for Behavioral Health	1 hour or less

Access Standards for Behavioral Health and Substance Abuse

Types of Appointment	Appointment Availability Timeframe
Initial visit for routine care	Within 10 business days
Urgent	Within 24 hours
Emergency	Direction to care available immediately
Non-life-threatening emergency	Within 6 hours
Residential care or hospitalization	Within 7 days of request
Follow-up routine care	Within 30 days of request

Access Standards for Behavioral Health and Substance Abuse after hours include:

- Access or personal instructions to members 24 hours a day, seven days per week
- Instructions to call another number that connects to a person or an office outgoing message that can be returned within one hour
- No out of office messages directing members to call 911 or to go to the closest emergency room or urgent care center for services alone and;
- All office calls should be answered and must provide instructions per the above requirements.