

# Appointment Availability

Did you know that Health Plans frequently call to check that your office is complying with appointment availability agreements? As a reminder, as a contracted provider, you have agreed to maintain the following availability standards:



## Emergency Care

**Requires immediate face-to-face medical attention**

*If a practitioner is not available, the member should call 911*

Medical care for a condition that, without immediate treatment, could result in:

- Placing the member's life or general health in severe jeopardy
- Causing severe impairment in one or more bodily function(s)
- Causing severe dysfunction of one or more body organ(s) or parts

Examples of emergency conditions include:

- Seizure
- Stab/gunshot wound
- Diabetic coma
- Cardiac arrest
- Meningitis
- Obvious fracture



## Urgent Care

**Requires timely face-to-face medical attention within 24 hours**

Medical care given for a condition that, without timely treatment, could result in:

- Deteriorating into an emergency
- Causing prolonged impairment of bodily functions
- Developing a chronic illness

Examples of urgent conditions include:

- Abdominal pain of unknown cause
- Unremitting new symptoms of dizziness
- Suspected fracture



## Non-Urgent Care

**Requires face-to-face medical attention within 48 to 72 hours**

Medical care given for a condition that:

- Is not emergent or urgent in nature
- A delay of several hours would NOT increase the likelihood of an adverse outcome

Examples of non-urgent sick visit include:

- Cold symptoms
- Sore throat
- Nasal congestion



## Primary Care

**Requires a face-to-face visit within 4 weeks**

Medical care given to diagnose and treat conditions to prevent deterioration:

- Minimize/reduce risk of development of chronic illness
- Minimize the need for complex treatments
- Help prevent health problems before symptoms appear

Examples of routine primary care visits include:

- Vaccines
- Breast, cervical and colorectal cancer screenings
- Blood pressure, diabetes and cholesterol tests