

			
PCP - Emergency**		Within 24 hours of member's call	
PCP- Urgent**	As expeditiously as the member's health condition requires but no later than 2 business days of request	Within 24 hours of member's call	Within 24 hours of member's call
PCP - Routine**	Within 21 calendar days of request	Within 30 business days of request	Within 15 business days of request
PCP - Sick Care**		Within 7 business days	Within 48 hours
Specialists - Urgent (Inc. Dental Specialists)**	As expeditiously as the member's health condition requires but no later than 2 business days of request	Within 24 hours	Within 24 hours
Specialists - Routine (Inc. Dental Specialists)**	Within 45 calendar days of referral	Within 30 business days of request	Within 30 business days
Specialists - Emergency**		Within 24 hours of member's call	
Maternity Care First Trimester	Within 14 calendar days of referral		
Maternity Care Second trimester	Within 7 calendar days of referral		
Maternity Care Third trimester	Within 3 business days of request		
Maternity Care High Risk	As expeditiously as the member's health condition requires but no later than 3 business days of identification of high risk by the Health Plan or maternity care provider or immediately if an emergency exists		

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Dental - Urgent**	As expeditiously as the member's health condition requires but no later than 3 business days of request		
Dental - Routine**	45 calendar days of request		
Psychotropic Medication	1. Assess the urgency of the need immediately. 2. Provide an appointment, if clinically indicated, with a practitioner who can prescribe psychotropic medications within a timeframe that ensures the member: A. Does not run out of needed medications, or B. Does not decline in their behavioral health condition prior to starting medication, but no later than 30 calendar days from the identification of need.		
BH - Urgent	As expeditiously as the member's health condition requires but no later than 24 hours from identification of need	Within 48 hours	Within 48 hours
BH - Initial Assessment	Within 7 calendar days of referral or request for service	Within 10 business days	Within 10 business days
BH - Initial Appointment - 18 and older	Within 23 calendar days after the initial assessment		
BH - Initial Appointment - under 18	Within 21 calendar days after the initial assessment		
BH - Subsequent Appointment	As expeditiously as the member's health condition requires but no later than 45 calendar days from identification of need	Within 30 business days of assessment	Within 10 business days
BH - Non-life threatening Psychiatric Emergency		Within 6 hours	Within 6 hours
BH - Sick Care		Within 7 business days	

** PCP, Specialist, and Dental Appointment Availability Standards are assessed for New and Established Patients.