

			
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		

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