Access Standards for Physicians
New Jersey

The AmeriHealth Quality Management Department has developed access standards to help ensure that managed care members have appropriate access to medical care while increasing member satisfaction with the care and service that your office provides.

Standards for PCPs and Specialists are as follows:

A. Access

Provider Type	**Access Type**	**Standard**	**Goal**
PCP			
"	**Emergent**	Immediate	100%
"	**Urgent**	24 hours	95%
"	**Routine**	2 weeks	95%
"	**Routine Physical**	4 weeks	95%
Specialist			
OB/GYN	**Emergent**	Immediate	100%
Cardiology	**Urgent**	2 days	95%
Orthopedics	"	2 days	95%
OB/GYN	"	2 days	95%
Other IM or Surgical Specialty	"	2 days	95%
Podiatry	"	2 days	95%
Chiropractor	"	2 days	95%
Cardiology	**Routine**	7 days	95%
Orthopedics	"	7 days	95%
OB/GYN	"	30 days	95%
Other IM or Surgical Specialty	"	7 days	95%
Podiatry	"	2 weeks	95%
Chiropractor	"	3 weeks	95%

B. Minimum number of office hours per practice per week:

Provider Type	Practice Size	Standard
PCP	**Solo**	20 hours
"	**Dual**	30 hours
"	**Group**	35 hours
Specialist		
Chiropractor		20 hours
Capitated Podiatry		20 hours
Specialist (other)		12 hours

Practices are encouraged to have office hours that include at least one weekend or evening session per week (included in the hours above).

C. Maximum number of patients scheduled per hour per provider:

Provider Type	Number of Patients
PCP and non-OB/GYN specialist	4
OB/GYN	6

D. Internal Waiting Times:

- Less than 30 minutes.

E. Continuity of Care:

- Coverage must be 24 hours a day, 7 days a week. Goal: 100%
- Covering Physician must be a participating network provider.

Providers who use answering machines for after-hours services are required to include:

- Urgent/Emergent instructions (as the first point of instruction).
- Contact information of the covering physician.
- Telephone number for after-hours physician access.

F. After-hours phone response time for Urgent/Emergent problems:

- Within 30 minutes.

G. Patient No Show

- Must be documented in medical record.