

Participating Provider Office Standards

Access and Availability Standards

The Quality Management department has developed Access and Availability Standards to ensure managed care networks are sufficient in numbers, types and geographic locations of providers. Special circumstances, cultural needs and preferences of members are taken into consideration, and mechanisms are designed to help maintain the availability of primary care and specialty care providers and assure the accessibility of primary care services, urgent care services and member services. Access standards for PCPs and specialists are as follows:

A. Access

| Provider Type | Access Type | Standard |
|----------------------------------|------------------|-----------------|
| PCP | | |
| Primary Care Physician | Emergent | Immediate |
| Primary Care Physician | Urgent | Within 24 hours |
| Primary Care Physician | Routine | Within 2 weeks |
| Primary Care Physician | Routine Physical | Within 4 weeks |
| SPECIALIST | | |
| Cardiology | Emergent | Immediate |
| Orthopedics | Emergent | Immediate |
| OB/GYN | Emergent | Immediate |
| Other INTR or Surgical Specialty | Emergent | Immediate |
| | | |
| Cardiology | Urgent | Within 24 hours |
| Orthopedics | Urgent | Within 24 hours |
| OB/GYN | Urgent | Within 24 hours |
| Other INTR or Surgical Specialty | Urgent | Within 24 hours |
| Podiatry | Urgent | Within 24 hours |
| Chiropractor | Urgent | Within 24 hours |
| | | |
| Cardiology | Routine | Within 2 weeks |
| Orthopedics | Routine | Within 2 weeks |
| OB/GYN | Routine | Within 2 months |
| Other INTR or Surgical Specialty | Routine | Within 1 week |
| Podiatry | Routine | Within 2 weeks |
| Chiropractor | Routine | Within 2 weeks |

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 |
| Podiatry | | 20 hours |
| Specialist (other) | | 12 hours |

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

C. Maximum Number of Patients Scheduled per Hour per Physician

| Provider Type | Number of Patients |
|------------------------------|---------------------------|
| PCP | Six (6) patients |
| Specialty | Four (4) patients |
| Podiatrist or Chiropractor | Six (6) patients |
| OBGYN (routine appointments) | Six (6) patients |

D. Internal Office Waiting Time

- Less than 30 minutes from time of scheduled appointment.

E. Availability

- Coverage: 24-hours-a-day; seven-days-a-week.
- Covering physician must be a participating network provider.
- Practitioners who use answering machines for after-hour services are required to include:
 - Urgent/emergent instructions (as the first point of instruction).
 - Information on contacting a covering practitioner is included in the message.
 - Telephone number for after-hours physician access.

F. After-hours Phone Response

- For Urgent/Emergent Problem: Within 30 minutes.

G. Patient No Show

- Should be documented in medical record.