

# 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
<b>PCP</b>		
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
<b>SPECIALIST</b>		
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 2 week
Podiatry	Routine	Within 2 weeks
Chiropractor	Routine	Within 2 weeks

## **B. Minimum Number of Office Hours per Practice per Week**

<b>Provider Type</b>	<b>Practice Size</b>	<b>Standard</b>
<b>PCP</b>	Solo	20 hours
"	Dual	30 hours
"	Group	35 hours
<b>SPECIALIST</b>		
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**

<b>Provider Type</b>	<b>Number of Patients</b>
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.