

Guidelines for Providers

Appointment Availability and Access Standards

SilverSummit Healthplan follows the availability requirements set forth by applicable regulatory and accrediting agencies. SilverSummit Healthplan monitors compliance with these standards on at least an annual basis and will use the results of appointment standards monitoring to first, ensure adequate appointment availability and second, reduce unnecessary emergency room utilization.

| Primary Care | |
|-------------------------------------|--|
| Life-threatening Emergency Services | Immediately, 24 hours/7 days per week |
| PCP Medically Necessary | Within 2 calendar days |
| PCP Urgent Care | Same day |
| PCP Routine Care | Within 2 weeks <i>The two-week standard does not apply to regularly scheduled visits to monitor a chronic medical condition if the schedule calls for visits less frequently than once every two weeks.</i> |
| Specialist Care | |
| Specialist (emergency referral) | Same day, within 24 hours of referral |
| Specialist (urgent referral) | Within 3 calendar days of referral |
| Specialist (routine referral) | Within 30 days calendar days of referral |
| Maternity Care | |
| Prenatal Care (first trimester) | Within 7 calendar days of first request |
| Prenatal Care (second trimester) | Within 7 calendar days of the first request |
| Prenatal Care (third trimester) | Within 3 calendar days of first request |
| High-risk Pregnancy | Within 3 calendar days of identification of high risk; immediately if emergency exists |

Office Wait Times

A Member's wait time at the PCP or specialist office shall be no more than one hour from the scheduled appointment time. There may be times when a provider is unavailable due to an emergency. These delays can occur when services are provided for urgent cases, when a serious problem with a patient is found, or when a patient had an unknown need that requires more services or education that was described at the time the appointment was made.