

Provider Appointment Access and After Hours Requirements

Network Health monitors all appointment access across all our products to ensure consistent access to our high quality providers. The access standards that are to be followed by our participating providers are below. If you are having difficulty with meeting these requirements, please reach out to your Provider Operations Manager so we can best address the concern.

Primary Care Appointment Access Standards:

- Members should be seen within 60 days of a requested preventive and/or regular office visit
- Urgent care visits are expected to be within 48 hours

Specialist Appointment Access Standards:

- Members should be seen within 30 days of a requested appointment
- Urgent care visits are expected to within 48 hours

Behavioral Health Appointment Access Standards:

- Members should be seen within 10 days of a requested initial visit with a provider
- Follow up appointments must be within 30 days of a requested appointment
- Urgent care visits are expected within 48 hours
- Members should be seen with 6 hours of a non-life threatening emergency appointment

All Primary Care providers are expected to provide our members with care directives after hours the following are acceptable standards:

1. Provider's answering service
2. Provider's triage nurse
3. Reach the provider directly
4. Answering machine directing members to call a specific telephone number to reach the on call provider for an emergency

It is not acceptable for a provider to have the phone continually ring.

Our vendor Dial America will be conducting telephone calls to ensure that our providers are meeting these standards. If your practice is not meeting the standards, your Provider Operations Manager will be reaching out to your office to discuss any access barriers you are experiencing.