



New York Access and Availability Standards

The following tables detail the availability for care warranted across the spectrum of conditions to be reasonably anticipated by our provider network.

Office Hours and After Office Hours Access Standards

Standards	Definition	Scheduled Appointment
Emergency Care (Emergent)¹	Emergency care is medical care given for a condition which, without immediate treatment, could result in placing the member's life or general health in severe jeopardy, or cause severe impairment in one or more bodily function(s), or cause severe dysfunction of one or more body organ(s) or part(s). Examples of such conditions include seizure, stab/gunshot wounds, diabetic coma, cardiac arrest, meningitis, obvious fracture (bone showing through skin).	Requires immediate face-to-face medical attention. If a practitioner or covering practitioner is not immediately available, the member or representative should call 911.
Urgent Care	Urgent care is medical care given for a condition which, without timely treatment, could result in deterioration to an emergency, or cause prolonged, temporary impairment of one or more bodily function(s), or development of a chronic illness, or need for a more complex treatment. Examples of urgent conditions include abdominal pain, unremitting new symptoms of dizziness of unknown cause, suspected fracture.	Requires timely face-to-face medical attention within 24 hours of member notification of the existence of an urgent condition
Non-Urgent Sick Visit	Medical care given for an acute onset of symptoms which is not emergent or urgent in nature. Examples of non-urgent sick visits include cold symptoms, sore throat and nasal congestion.	Requires face-to-face medical attention within 48 to 72 hours of member notification of a non-urgent condition, as clinically indicated
Routine Primary Care	Routine primary care services include the diagnosis and treatment of conditions to prevent deterioration to a more severe level, or minimize/reduce risk of development of chronic illness or the need for more complex treatment. Examples include psoriasis, chronic low back pain.	Requires a face-to-face visit within four weeks of member request

Standards	Definition	Scheduled Appointment
Preventive Care / Routine Physical Exam (Adult Baseline)	Preventive care or services are rendered to avert disease/illness and/or its consequences. There are three levels of preventive care: Primary, such as immunizations, aimed at preventing disease; Secondary, such as disease screening programs, aimed at early detection of disease; and Tertiary, such as physical therapy, aimed at restoring function after the disease has occurred.	Requires a face-to-face visit within <u>four weeks</u> of member request or enrollment effective date.
Routine Specialty Care (non-urgent)	Specialty care is medical care given by a specialist. Examples include podiatry and neurology.	Requires a face-to-face visit within <u>four to six weeks</u> of member request
Assessment Regarding Ability to Perform/Return to Work	An appointment for assessment of the member's mental health/medical status needs as related to recommendation regarding member's capability to perform or return to work	Requires appointment within <u>two business days</u> of member request
Initial Family Planning/Reproductive Health Visits	Family planning/reproductive health services include screening and treatment services to prevent, diagnose, alleviate or ameliorate sexually transmitted diseases, anemia, cervical cancer, glycosuria, proteinuria, hypertension and breast disease. Also includes routine gynecological examinations, pregnancy testing and HIV counseling and testing	Requires a face-to-face visit within <u>two weeks/14 days</u> of member request
Initial Prenatal Visit	Initial pre-natal visit is medical care given for a condition in which the patient has tested positive for pregnancy and is requesting an initial visit.	Requires appointment scheduled within <u>three weeks</u> for first trimester, <u>two weeks</u> for second trimester and <u>one week</u> for third trimester. A schedule of follow-up appointments is given to the patient based on American College of Obstetricians and Gynecologists Guidelines and practitioner risk assessment.
Routine GYN Visit	Routine GYN care is a situation in which a short delay in treatment would not result in deterioration to a more severe level or cause need for more complex treatment. Examples include routine pap smear, refill of oral contraceptives.	Requires a face-to-face visit within <u>four weeks</u> of member request

Standards	Definition	Scheduled Appointment
Pediatrician Conference	A prenatal visit during the third trimester is recommended for all expectant families, but especially for first-time and high-risk pregnancies and for those who request a conference.	Requires appointment scheduled within 10 days of member request or as clinically indicated
Follow-Up Visit for Breast Fed Infants	Follow-up visit for a breast-fed infant is medical care given for a condition in which delay of treatment could result in failure to thrive, dehydration and/or malnutrition.	Requires face-to-face medical attention within 48 to 72 hours of discharge
Initial Newborn PCP Visit	An appointment for assessment of a newborn's physical status to ascertain the general well-being of the child and to promote early detection of immediate medical needs and promote early educational opportunities	Requires appointment within two weeks of hospital discharge
Routine Well-Child Visits	Well-child services are those provided to members younger than 21 years that are essential to: a) Prevent, diagnose, prevent the worsening of, alleviate or ameliorate the effects of an illness, injury, disability, disorder or condition; b) Assess the overall physical, cognitive and mental growth and developmental needs of the child; and c) Assist the child to achieve or maintain maximum functional capacity in performing daily activities, taking into account both the functional capacity of the individual and those functional capacities that are appropriate for individuals of the same age.	Requires well-child services within four weeks of member request
Any other conditions		Up to the medical judgment of the provider

Behavioral Health Standards

Standards	Definition	Scheduled Appointment Timeframe
Emergency Care (Emergent)¹	An emergency appointment for life threatening mental health or substance abuse conditions (suicidal intent) or for non-life threatening mental health or substance abuse conditions that nevertheless necessitate immediate intervention, i.e., psychosis	Requires immediate face-to-face medical care. The member or representative should call 911.
Urgent Care	An urgent appointment for an acute mental health or substance abuse condition, or a condition that may become an emergency if not treated, i.e., acute major depression and acute panic disorder	Requires appointment scheduled within 48 hours

Standards	Definition	Scheduled Appointment Timeframe
Assessment Regarding Ability to Perform/Return to Work	An appointment for assessment of the member's mental health/medical status needs as related to recommendation regarding member's capability to perform or return to work	Requires appointment within two business days of member request
Follow-Up for Emergency/Hospital Discharge	An appointment for a follow-up visit related to an emergency room or hospital discharge for evaluation of acute mental health condition	Requires appointment scheduled within five business days of member request or as clinically indicated.
Routine Care	An appointment for specific mental health or substance abuse concerns that are not of an urgent nature, i.e., marital problems, tensions at work and general anxiety disorder	Requires appointment within five business days of member request

Behavioral Health Telephone Standards

Standards	Definition	Timeframe
Average Speed to Answer	The amount of time it takes for a "live voice" to answer the telephone	Telephone call answered by a live voice within 30 seconds
Call Abandonment Rate	The number of calls that went unanswered by a "live voice" and ultimately voluntarily disconnected	Less than five percent

Additional Standards

Standards	Definition & Benchmark
Office Waiting Time Standard	Members with appointments are seen within one hour of their scheduled appointment or arrival time, whichever is later. If a delay is unavoidable, the member should be informed and alternatives offered to the patient.
24 Hour Accessibility	All UnitedHealthcare Community Plan participating providers must be available either directly or through medical coverage arrangements 24 hours a day, seven days a week, 365 days a year . Availability must be by live voice direct to the provider or covering provider or via an answering service that can reach the provider or covering provider. If an answering machine is used, it must connect the member to a live voice or a beeper number for emergencies and cannot simply refer the member to an emergency room. Response time to a call that is made after hours should be within 30 minutes and this must be specified on answering machine.

¹Emergency Care (Emergent): An emergency medical condition means a medical or behavioral condition, the onset of which is sudden, that manifests itself by symptoms of sufficient severity, including severe pain, that a prudent layperson, possessing an average knowledge of medicine and health, could reasonably expect the absence of immediate medical attention to result in: (1) placing the health of the person afflicted with such condition in serious jeopardy; or (2) serious impairment to such person's bodily functions; or (3) serious dysfunction of any bodily organ or part of such person; or (4) serious disfigurement of such person