



**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
<b>Emergency Care (Emergent)<sup>1</sup></b>	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 <b>immediate</b> face-to-face medical attention. If a practitioner or covering practitioner is not immediately available, the member or representative should call 911.
<b>Urgent Care</b>	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 <b>24 hours</b> of member notification of the existence of an urgent condition
<b>Non-Urgent Sick Visit</b>	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 <b>48 to 72 hours</b> of member notification of a non-urgent condition, as clinically indicated
<b>Routine Primary Care</b>	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 <b>four weeks</b> of member request

Standards	Definition	Scheduled Appointment
<b>Preventive Care / Routine Physical Exam</b>  <b>(Adult Baseline)</b>	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 <b><u>four weeks</u></b> of member request or enrollment effective date.
<b>Routine Specialty Care (non-urgent)</b>	Specialty care is medical care given by a specialist. Examples include podiatry and neurology.	Requires a face-to-face visit within <b><u>four to six weeks</u></b> of member request
<b>Assessment Regarding Ability to Perform/Return to Work</b>	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 <b><u>two business days</u></b> of member request
<b>Initial Family Planning/Reproductive Health Visits</b>	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 <b><u>two weeks/14 days</u></b> of member request
<b>Initial Prenatal Visit</b>	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 <b><u>three weeks</u></b> for first trimester, <b><u>two weeks</u></b> for second trimester and <b><u>one week</u></b> 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.
<b>Routine GYN Visit</b>	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 <b><u>four weeks</u></b> of member request

Standards	Definition	Scheduled Appointment
<b>Pediatrician Conference</b>	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 <b>10 days</b> of member request or as clinically indicated
<b>Follow-Up Visit for Breast Fed Infants</b>	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 <b>48 to 72 hours</b> of discharge
<b>Initial Newborn PCP Visit</b>	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 <b>two weeks of hospital discharge</b>
<b>Routine Well-Child Visits</b>	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 <b>four weeks</b> of member request
<b>Any other conditions</b>		Up to the medical judgment of the provider

### Behavioral Health Standards

Standards	Definition	Scheduled Appointment Timeframe
<b>Emergency Care (Emergent)<sup>1</sup></b>	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 <b>immediate</b> face-to-face medical care. The member or representative should call 911.
<b>Urgent Care</b>	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 <b>48 hours</b>

Standards	Definition	Scheduled Appointment Timeframe
<b>Assessment Regarding Ability to Perform/Return to Work</b>	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 <b>two business days</b> of member request
<b>Follow-Up for Emergency/Hospital Discharge</b>	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 <b>five business days</b> of member request or as clinically indicated.
<b>Routine Care</b>	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 <b>five business days</b> of member request

### Behavioral Health Telephone Standards

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

### Additional Standards

Standards	Definition & Benchmark
<b>Office Waiting Time Standard</b>	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.
<b>24 Hour Accessibility</b>	All UnitedHealthcare Community Plan participating providers must be available either directly or through medical coverage arrangements <b>24 hours a day, seven days a week, 365 days a year</b> . 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.

<sup>1</sup>Emergency 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