

PROVIDER APPOINTMENT STANDARDS FOR SCHEDULING

To ensure our members receive services for medical and behavioral health appointments in a timely manner, below are the Appointment Availability Standards we ask our providers to implement accordingly. These can also be found in the provider manuals.

+ After Hours – Primary Care and Behavioral Health Providers

After Hours (Passing Standards)

- Answering service or system that will page provider
- Answering system with option to page provider
- Advice nurse with access to provider
- Answering service that will page the provider after a message is left

+ Nebraska Total Care



PRIMARY CARE & PEDIATRIC

- ▶ **Emergency Services:** Immediately and 24/7
- ▶ **Urgent Care:** Same day
- ▶ **Non-Urgent/Sick Care:** Within 48 hours
- ▶ **Family Planning Services:** Within 7 calendar days
- ▶ **Non-Urgent/Preventive Care:** Within 4 weeks



SPECIALIST

- ▶ **Routine Care:** Within 30 calendar days

Lab & X-Ray

- ▶ **Routine Care:** Within 3 weeks
- ▶ **Urgent Care:** Within 24 hours or as clinically indicated



OBGYN

- ▶ **Routine Care:** Within 30 calendar days
- ▶ **1st Trimester:** Within 14 calendar days
- ▶ **2nd Trimester:** Within 7 calendar days
- ▶ **3rd Trimester:** Within 3 calendar days
- ▶ **High Risk Pregnancy:** Within 3 calendar days



BEHAVIORAL HEALTH

- ▶ **Emergency Services:** Within 1 hour and within 2 hours in designated rural or frontier areas
- ▶ **Non-Life-Threatening Psychiatric Emergency:** Within 6 hours
- ▶ **Urgent:** Within 48 hours
- ▶ **Routine (Initial Assessment):** Within 10 business days
- ▶ **Routine Follow Up Care:** Within 10 business days