

**ACCESS TO CARE STANDARDS
(Specialists)**

BCBSNC and the Provider Advisory Group have established the following Access to Care Standards for Specialists. Please note that the following standards are monitored at the practice level, not the individual provider level.

1. Waiting time for appointment (number of days):

(A) Urgent - not life threatening, but a problem needing care within 24 hours:

Pediatrics	within 24 hours
Adults	within 24 hours

(B) Regular:

Pediatrics	(e.g., tube referral) - within 2 weeks
Adults	<u>SUB-ACUTE PROBLEM</u> (of short duration): within 2 weeks <u>CHRONIC PROBLEM</u> (needs long time for consultation): within 4 weeks

2. Time in waiting room (minutes):

(A) Scheduled	after 30 minutes, patient must be given an update on waiting time with an option of waiting or rescheduling appointment; maximum waiting time = 60 minutes
(B) Work-ins (called that day prior to coming)	Pediatrics and Adults - after 45 minutes, patient must be given an update on waiting time with an option of waiting or rescheduling; maximum waiting time = 90 minutes

3. Response time returning call after-hours (minutes):

(A) Urgent	20 minutes
(B) Other	1 hour

4. Office Hours: Indicates hours during which appropriate personnel is available to care for members, i.e., MD, DO, FNP, PA.

(A) Daytime hours/week	15 hours/week minimum covering at least 4 days
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5. Availability hours:

(A) Daytime hours/week	40 hours/week
(B) Night hours/weekend	24 hour/day coverage of some sort