

BLUE CROSS AND BLUE SHIELD OF NORTH CAROLINA



BlueCrossBlueShield
of North Carolina*

ACCESS TO CARE STANDARDS HMO-PPO (Specialists including non-MD specialists)

The following Access to Care Standards for Specialists have been established by the BCBSNC Physician Advisory Group. Non-MD specialists are chiropractors (DC), podiatry (DPM), physical therapy (PT), speech therapy (ST), and occupational therapy (OT).

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. After Hours Calls and Coverage

3.A Response time returning call after-hours:

A(1) Urgent	20 minutes
B(2) Other	1 hour

3 B. Coverage

Practice has a recorded telephone message instructing the patient to go to the ER for any life threatening event or refer them to the physician on-call or to an answering service.

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

4. Language

Interpreter services are available either in the practice, with a contracted company (AT&T) or through hospital services.

5 Office Hours: Indicates hours during which appropriate personnel is available to care for members.

(A) Daytime hours/week	15 hours/week minimum covering at least 4 days
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GOAL: 100% compliance 1A & 3A=critical indicators

Note: If practice fails one more critical indicators, review is taken to the Credentialing Committee the month of the review.

Approved: January 1994, Revised: March 1995, Reviewed: March 1996, Revised: January 1997, Reviewed: March 1998, Reviewed: March 1999, Revised: March, 2000, Reviewed January 2001, Reviewed 1/2002, Reviewed 1/03, Reviewed 3/4, revised 5/05, revised 5/05, reviewed 5/07, revised 1/09, revised 2010