

# Access and availability standards for health care professionals in New York

The following table details the UnitedHealthcare Community Plan medical and behavioral health appointment access time frame for primary care and specialty health care professionals.

| Appointment type   | Access standards  |
|--|---|
| <b>Emergency care</b>  |   |
| Emergency care (emergent) (MED/MH/SA):<br>Defined as a medical or behavioral condition with sudden onset, severe symptoms that, to the average person, appears to require immediate medical attention or it could result in the following:<br><ul style="list-style-type: none"> <li>• Placing the health of the person in serious jeopardy</li> <li>• Serious impairment to bodily functions</li> <li>• Serious dysfunction of any bodily organ or part</li> <li>• Serious disfigurement</li> </ul> | Immediate, face-to-face medical attention<br>If a practitioner or covering practitioner isn't immediately available, the patient or representative should call 911. |
| <b>Urgent care</b>   |   |
| Urgent care (MED)  | Within <b>24 hours</b> of patient request   |
| Urgent care (MH/SA)  | Within <b>48 hours</b> of patient request   |
| <b>Routine care (non-urgent)</b>   |   |
| Mental health/substance abuse visit  | Within <b>2 weeks</b> of patient request  |
| Sick visit (MED)   | Within <b>48–72</b> hours as clinically indicated   |
| Assessment regarding ability to perform/return to work (MH)  | Within <b>10 days</b> of patient request  |
| Follow-up visit pursuant to an emergency or hospital discharge (MED/MH/SA)   | Within <b>5 business days</b> of member request or as clinically indicated  |
| Adult, child/adolescent well/preventive visit (MED/PED/GYN)  | Within <b>4 weeks</b> of patient request  |
| Specialty care   | Within <b>4 to 6 weeks</b> of patient request   |
| Initial family planning/reproductive health visit  | Within <b>2 weeks/14 days</b> of patient request  |
| Adult baseline and routine physicals (adults >21 years)  | Within <b>12 weeks</b> of enrollment  |
| <b>Maternity infant care</b>   |   |
| Initial prenatal visit   | Within <b>3 weeks</b> for first trimester, <b>2 weeks</b> for second trimester and <b>1 week</b> for third trimester of patient request                             |
| Initial newborn primary care physician (PCP) visit   | Within <b>2 weeks</b> of hospital discharge   |

| Appointment type   | Access standards |
|--|------------------|
| Office wait times  |                  |
| For scheduled appointments, the wait time in offices should not exceed 60 minutes. All PCPs are required to monitor waiting times and adhere to this standard.   |                  |
| 24-hour accessibility  |                  |
| <p>All UnitedHealthcare Community Plan participating health care professionals must be available, either directly or through medical coverage arrangements, 24 hours a day, 7 days a week, 365 days a year.</p> <p>Availability must be by live voice direct to the health care professional, covering health care professional or through an answering service that can reach the health care professional. Voice messaging systems must connect patients to a live voice or a cell phone/beeper and not simply refer the patient to an emergency room. During after-hours, response time frame for health care professional's call back must be specified on the voice messaging system.</p> |                  |