

# Connecticut Appointment Standards

As a UnitedHealthcare network care provider, you play an essential role in helping ensure our members have appropriate access to primary, urgent, preventive and specialty care. Please review the following standards for appointment access and after-hours care, which are aligned with the state of Connecticut's access requirements. These standards are in place to help ensure members get the care they need, when they need it.

## Appointment access standards

The state of Connecticut requires compliance with the following appointment standards:

| Type of Service  | Standard   |
|--|--|
| Urgent care  | Within 48 hours of the member contacting the care provider         |
| Non-urgent appointments for primary care               | Within 10 business days of the member contacting the care provider |
| Non-urgent appointments for specialist care            | Within 15 business days of the member contacting the care provider |
| Non-urgent appointments for non-physical mental health | Within 10 business days of the member contacting the care provider |
| Non-urgent appointments for ancillary services         | Within 15 business days of the member contacting the care provider |

## After-hours care standards

If a member calls your office after hours, state law requires that you, your answering service or a recording provide emergency instructions.

When callers contact your office with an emergency, your office personnel, answering service or a recording must instruct callers to do one of the following:

- Hang up and dial 911 or its local equivalent.
- Go to the nearest emergency room.

When it's not an emergency, but the caller can't wait until the next business day, your office personnel, answering service or a recording must advise them to do one of the following:

- Go to a network urgent care center.
- Stay on the line to connect to the physician on call.
- Leave a name and number with your answering service (if applicable) for a physician or qualified health care professional to call back within required time frames.
- Call an alternative phone or pager number to contact you or the physician on call.

## **UnitedHealthcare standards**

You can find information about our standards for appointment access and after-hours care in our UnitedHealthcare Care Provider Administrative Guide located at [UHCprovider.com/guides](https://uhcprovider.com/guides) > [Administrative Guide for Commercial, Medicare Advantage and DSNP](#).

## **Questions?**

If you have questions, please email Provider Relations at [connecticut\\_pr\\_team\\_mailbox@uhc.com](mailto:connecticut_pr_team_mailbox@uhc.com).

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