

Maximum Appointment Wait Time Standards

In an effort to ensure members have timely access to care, WellCare of Georgia providers are required to follow the guidelines outlined below.

The following chart outlines **Maximum Appointment Wait Time requirements effective July 1, 2010:**

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|-----------------------------------|---|
| PCPs (routine visits) | Not to exceed 14 calendar days |
| PCP (pediatric routine visits) | Not to exceed 14 calendar days |
| PCP (adult sick visits) | Not to exceed 24 hours |
| PCP (pediatric sick visits) | Not to exceed 24 hours |
| Specialists | Not to exceed 30 Calendar Days |
| Dental Providers (routine visits) | Not to exceed 21 Calendar Days |
| Dental Providers (urgent care) | Not to exceed 48 hours |
| Non-emergency hospital stays | 30 Calendar Days |
| Mental health Providers | 14 Calendar Days |
| Urgent Care Providers | Not to exceed 24 hours |
| OB/GYN – Initial Pregnancy Visit | 14 Calendar Days |
| Health Check eligible children | Within ninety (90) Calendar Days of Enrollment into the CMO plan |
| Emergency Providers | Immediately (24 hours a day, 7 days a week) and without prior authorization |

Providers must ensure wait times in the provider office do not exceed the following standards:

| | |
|---------------------------------|---|
| Scheduled Appointments | Waiting times shall not exceed 60 minutes. After 30 minutes, patient must be given an update on waiting time with an option of waiting or rescheduling appointment. |
| Work-in or Walk-In Appointments | Waiting times shall not exceed 90 minutes. After 45 minutes, patient must be given an update on waiting time with an option of waiting or rescheduling appointment |

Providers must ensure response times for returning calls after hours do not exceed the following standards:

| | |
|--------------|-----------------------------|
| Urgent Calls | Shall not exceed 20 minutes |
| Other Calls | Shall not exceed one hour |

PCPs must provide one of the following after hours options:

- A 24 hour answering service that connects the member to someone who can render a clinical decision or reach the PCP;
- Answering system with option to page the physician; or
- An advice nurse with access to the PCP or on-call physician.