

Appointment Access Standards

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AmeriHealth Caritas VIP Care endorses and promotes comprehensive and consistent access standards for members to assure member accessibility to health care services.

AmeriHealth Caritas VIP Care has established mechanisms for measuring compliance with existing standards and identifies opportunities for the implementation of interventions for improving accessibility to health care services for members.

Appointment Access Standards by Provider Type

Provider Type	Appointment Type	Availability Standard
Primary Care Physician (PCP)	Urgently needed services or emergency	Immediately - Twenty-four (24) hours per day, seven (7) days per week
	Services that are not emergency or urgently needed, but the enrollee requires medical attention	Within seven (7) business days
	Routine and preventive care	Within 30 business days
	Medical Follow-Up to Inpatient Care	Within seven (7) calendar days of discharge
Behavioral Health Providers	Urgently needed services or emergency	Immediately - Twenty-four (24) hours per day, seven (7) days per week
	Services that are not emergency or urgently needed, but the enrollee requires medical attention	Within seven (7) business days
	Routine and preventive care	Within 30 business days
High-Volume Specialists (Cardiologist, Oncologist, Ophthalmologists, Orthopedic Surgeons, General Surgeons, Gastroenterologists, Pulmonologists, Otolaryngologists and Specialists in Physical Medicine and Rehabilitation)	Routine	Thirty (30) calendar days

Medicaid Provider Timely Access Standards

Type of Care/Appointment	Length of Time
Specialty Care, such as Vision & Hearing	Within six (6) weeks of request
Acute Specialty Care, such as Vision & Hearing	Within five (5) business days of request
Emergency Dental Services	Immediately 24 hours/day, 7 Days per week
Urgent Dental Care	Within 48 hours
Routine Dental Care	Within twenty-one (21) business days of request
Preventive Dental Services	Within six (6) weeks of request
Initial Dental Appointment	Within eight (8) weeks of request

LTSS Timely Access Standards - Timely Access is measured in calendar days

LTSS Provider & Service Type	Length of Time from Authorization to Initiation of Service				
	Large Metro	Metro	Micro	Rural	Counties with Extreme Access Considerations
Adaptive/Enhanced Durable Medical Equipment and Supplies		21			28
Assistive Technology Devices		21			28
Chore Services		14			21
Community Living Supports		7			14
Home Delivered Meals		14			21
Personal Care Services - Non-Waiver		7			14
Personal Emergency Response System		30			30
Preventive Nursing Services (non-agency and agency)		7			14
Private Duty Nursing (non-agency and agency)		7			14
Respite		7			14
Respite - Non-waiver (provided in the home)		7			14
Vehicle Modifications		90			120

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