

Accessibility of Services Requirements

To ensure members receive care in a timely manner, Primary Care Providers (PCPs), specialty providers, and behavioral health providers must maintain the following appointment availability and after-hour access standards.

| Appointment and Access Standards | |
|---|---|
| Level of Service/Appointment Type | Access Standard |
| Newborn | |
| Newborn Care (less than six months of age) | 14 calendar days |
| Primary | |
| Urgent Primary Care | 24 Hours |
| Routine Primary Care | Commercial and Medicaid: 14 calendar days Medicare: 30 calendar days |
| Specialty | |
| Urgent Specialty Care | 24 Hours |
| Routine Specialty Care | Commercial and Medicaid: 21 calendar days Medicare: 30 calendar days |
| OB/GYN | |
| High-Risk Prenatal Care New Member of 3 rd Trimester Care | Five calendar days or immediately if an emergency exists |
| Routine Prenatal Care | 14 calendar days |
| Preventive Care | |
| Preventive Care Child (6 months of age through 20 years of age) | 60 calendar days |
| Preventive Care Adult (21 years of age and older) | Commercial and Medicaid: 90 calendar days Medicare: 30 days |
| Behavioral Health | |
| Care for a Non-Life-Threatening Emergency | Within 6 Hours or Directs Member to the ED or Behavioral Health Crisis Unit |
| Urgent Behavioral Healthcare | 24 hours |
| Initial Behavioral Healthcare | Within 10 business days |
| Routine Follow-up Behavioral Healthcare | 14 calendar days |

Baylor Scott & White Health Plan is dedicated to arranging timely access to care for our members.

To ensure continuous 24-hour coverage, PCPs must maintain one of the following arrangements for member contact after normal business hours.

| After-Hour Requirements for Practitioners | |
|---|---|
| Acceptable | |
| Phone answered by an answering service | Person who answers the phone can contact the PCP, and all calls must be returned within 30 minutes. <i>Note: An answering machine recording that directs members to leave a message, even if it is indicated that the call will be returned, would not be an appropriate example of an answering service.</i> |
| Phone answered by a recording | Recording directs member to call another number to reach the PCP or another provider designated by the PCP. Someone must be available to answer the call at the second number (e.g., the recording directs the member to dial 123-456-7890 to reach the PCP after-hours). |
| Phone transferred to another location (e.g. nearest emergency room, after-hours answering service) | The person answering the call must be able to contact the PCP to return the call within 30 minutes. |
| After-hours message available in English and Spanish | To accommodate non-English speaking members, give messaging in both English and Spanish or provide options such as directing member to dial 1 for English and 2 for Spanish. |
| Not Acceptable | |
| Answering only during office hours | Examples: Calls not picked up by an answering machine recording that directs the member in reaching the PCP, calls not answered by or transferred to an after-hours answering service, calls not transferred to another location. |
| Recording telling member to leave a message | The answering machine recording should not direct the member to leave a message even if it is indicated that the call will be returned. However, the recording can direct the member to call another number to reach their PCP. Someone must be available to answer the phone at the second number. |
| Other unacceptable practices | <ul style="list-style-type: none"> • Recording directing the member to go to the emergency room for needed services • Returning after-hours calls outside of a 30-minute time frame • Failing to provide after-hours messaging in both English and Spanish |

Questions? Contact your provider relations representative.

To update your clinic information, visit BSWHealthPlan.com/Provider.