

Provider Appointment Standards for Scheduling



To ensure our members receive services for medical and behavioral health appointments in a timely manner, we ask our providers to implement the following Appointment Availability Standards. These standards can also be found in your provider manual located at:

<https://www.buckeyehealthplan.com/providers/resources/forms-resources.html>

After Hours – All Providers

After Hours (Passing Standards)

- Answering service or system that will page physician
- Answering system with option to page physician provider after a message is left
- Advice nurse with access to physician
- Answering service that will page the

+ Buckeye Health Plan



PRIMARY CARE

- ▶ **Emergency:** Same day or within 24 hours of member's call
- ▶ **Urgent Care:** 24 hours/7 days a week within 48 hours of request
- ▶ **Routine:** Within 6 weeks of request
- ▶ **Sick Care:** Within 3 calendar days



SPECIALTY CARE

- ▶ **Emergency:** Within 24 hours of member's call
- ▶ **Urgent Care:** 24 hours/7 days a week within 48 hours of request
- ▶ **Routine:** Within 6 weeks of request

BEHAVIORAL HEALTH

- ▶ **Non Life Threatening Psychiatric Emergency:** Within 6 hours
- ▶ **Urgent:** 24 hours/7 days a week within 48 hours of request
- ▶ **Routine (Initial Assessment):** Within 10 business days or 14 calendar days, whichever is earlier

If you have any questions, please contact Provider Services at 866-296-8731.

