

Provider Appointment Standards for Scheduling

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

After Hours – All Providers

After Hours (Passing Standards)

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

Wellcare and Wellcare By Allwell Plans



PRIMARY CARE

- ▶ **Emergency:** Same day or within 24 hours of member's call
- ▶ **Urgent Care:** Within 24 hours
- ▶ **Routine:** Within 30 business days of request
- ▶ **Sick Care:** Within 7 business days



SPECIALTY REFERRAL

- ▶ **Emergency:** Within 24 hours of member's call
- ▶ **Urgent Care:** Within 24 hours
- ▶ **Routine:** Within 30 business days



BEHAVIORAL HEALTH

- ▶ **Non Life Threatening Psychiatric Emergency:** Within 6 hours
- ▶ **Urgent:** Within 48 hours
- ▶ **Routine (Initial Assessment):** Within 10 business days
- ▶ **Routine Follow Up Care:** Within 30 business days of assessment
- ▶ **Sick Care:** Within 7 business days

For more than 20 years, Wellcare has offered a range of affordable Medicare products with coverage beyond Original Medicare. Our affiliated Medicare brands, including Allwell, have transitioned to a newly refreshed and unified Wellcare brand. If you have any questions, please contact Provider Relations.

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