

Appointment access standards for primary care, specialty care and behavioral health practitioners

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As a participating provider, please be reminded of your contractual obligation to help ensure our members have prompt access to services. Please visit anthem.com to access our Provider Manual for our guidelines on access to care for primary care practitioners (PCPs), specialty care practitioners (SCPs) and behavioral health practitioners (BHPs). We use several methods to monitor adherence to these standards. Monitoring is accomplished by assessing the availability of appointments via phone calls by our staff or designated vendor to the provider's office; analysis of member complaint data and analysis of member satisfaction surveys.

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