

Medical Access Standards

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*Note to staff: It is imperative that your office updates any changes to your practice via the Provider Maintenance Form (PMF). Access the PFM online at [anthem.com](https://www.anthem.com). Select **Providers**, and your state. Under the *Provider Resources* heading, select **Provider Maintenance Form**.*

The impact of COVID-19 in 2020 prohibited Anthem from conducting the annual appointment access studies to assess how well practices meet appointment access requirements for medical care. We will resume the survey in second quarter 2021 and expect when your office is contacted, you will be able to accommodate a member's needs in a timely manner.

To be compliant, per the Provider Manual, providers should meet the following access standards:

Medical Appointment Type	Compliance
Emergency Care	24/7 access Immediate access at a facility, ER, 911 as appropriate
Urgent Care appointment With acute symptoms	Within same day or 1 day <ul style="list-style-type: none"> · Patient can be seen in the office by their Practitioner, another participating Practitioner in the practice or a covering Practitioner within the timeframe; or · If appointment is unavailable, patient is directed to Urgent Care Center of ER, as appropriate.
Routine / Check-up appointment Without symptoms	Within 10 business days Patient can be seen in the office by their Practitioner, another participating Practitioner in the practice or a covering Practitioner within the timeframe.
After Hours access Urgent instructions	24x7x365 phone access to PCP outside regular business hours <ul style="list-style-type: none"> · Live person connects caller to their Practitioner or on-call Practitioner. · Recording or live person directs patient to Urgent Care Center, 911 or ER <p>In addition to, <u>but not in place if above criteria</u>, caller is prompted to contact a live health care Practitioner (via transfer, cell phone page, etc.) or an opportunity to get a call back for urgent questions or instructions.</p>

<p>Specialty Urgent Care appointment With acute symptoms</p>	<p>Within 24 hours</p> <ul style="list-style-type: none"> · Patient can be seen in the office by their Specialist, another participating Practitioner in the practice or a covering Practitioner within the timeframe; or · If appointment is unavailable, patient is directed to Urgent Care Center of ER, as appropriate.
<p>Specialty Routine / Check-up appointment Without symptoms</p>	<p>Within 30 calendar days</p> <p>Patient can be seen in the office by their Specialist, another participating Practitioner in the practice or a covering Practitioner within the timeframe.</p>

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URL: <https://providernews.anthem.com/nevada/article/medical-access-standards-1>

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