

APPOINTMENT AVAILABILITY STANDARDS

IN OFFICE WAIT TIME STANDARDS:

A member should wait no more than 45 minutes for a scheduled appointment with a PCP or specialist, except when the provider is unavailable due to an emergency.

APPOINTMENT STANDARDS:

Primary Care Physician (PCP) Visits:

CMDP members are to be seen within twenty-one (21) days for a routine appointment. Members shall not be required to wait longer than forty-five (45) minutes after appointment time to be seen in the provider's office, except in emergency cases or unforeseen circumstances. For purposes of this section, *urgent* is defined as an acute but not necessarily severe disorder, which, if not attended to, could endanger the patient's health.

CMDP members are required to be seen in the following timeframes:

- Routine care PCP appointments – within twenty-one (21) days of request.
- Urgent Care PCP appointments - within two (2) days of request.
- Emergency PCP appointments - same day of request.

Primary Dental Provider (PDP) Appointment Standards:

- Emergency appointments will be available within twenty-four (24) hours of request.
- Urgent care appointments will be available within three (3) days of request.
- Routine appointments will be available within forty-five (45) days of request.

Specialty Appointment Standards:

- Emergency appointments will be available within twenty-four (24) hours of referral.
- Urgent care appointment will be available within three (3) days of referral.
- Routine appointment will be available within forty-five (45) days of referral.

PRENATAL CARE APPOINTMENT STANDARDS:

- First trimester appointments will be available within fourteen (14) days of request.
- Second trimester appointments will be available within seven (7) days of request.
- Third trimester appointments will be available within three (3) days of request.
- High-risk pregnancy appointments will be available within three (3) days of identifying the high risk status by the maternity care provider or immediately if an emergency exists.

HIGH RISK PREGNANCIES

- Within 3 days of identification of high risk by health plan or maternity care provider, or immediately if an emergency exists.

**Urgent is defined as an acute, but not necessarily life or limb threatening disorder, which, if not attended to, could endanger the patient's health.*

IN OFFICE EMERGENCY APPOINTMENT STANDARDS:

- Same day or within 24 hours of the member's phone call or other notification
- Within 24 hours of referral

CANCELING AN APPOINTMENT / MISSED APPOINTMENTS:

To cancel or change an appointment with your PCP, PDP, specialist or CRS, call providers at least one day before the appointment. When you do not call to cancel an appointment, you may be preventing another patient from getting much needed treatment. A situation may arise where another patient fails to cancel their appointment and the provider is unable to schedule you for a visit. A simple cancellation phone call benefits all patients. Some providers may attempt to charge a fee for a missed appointment. By State of Arizona law, CMDP cannot pay for missed or no-show appointments.

NON-EMERGENCY TRANSPORTATION STANDARDS:

Transportation providers must schedule the transportation so that the member arrives on time for the appointment, but no sooner than one hour before the appointment; does not have to wait more than one hour after calling for transportation after the conclusion of the appointment to be picked up; nor have to wait for more than one hour after the conclusion of the treatment for transportation home; nor be picked up prior to the completion of the treatment.