



# Access to Care and After-Hours Standards



TrueCare promotes access to care by partnering with health care providers to ensure our members receive the best possible health care services. It includes evaluation of the availability, accessibility and acceptability of services rendered to patients by participating providers. Participating providers are expected to have procedures in place to see patients within these time frames, and to offer office hours to their TrueCare patients who are at least the equivalent of those offered to any other patient. Ensuring 24/7 coverage that allows your patients to speak with a practitioner is important for them to receive appropriate care and maintain their health.

Please keep in mind the following access standards for each level of care:

## Primary Care Providers (PCPs)

Appointment Type	Medicaid Standard
Well-care visit	Not to exceed 30 calendar days
Routine sick visit	Not to exceed 7 calendar days with an urgent care visit schedule; otherwise not to exceed 24 hours
PCP urgent care visit	Not to exceed 24 hours

For PCPs only: Provide 24-hour availability to your TrueCare patients by telephone. Whether through an answering machine or a taped message used after hours, patients should be given the means to contact their PCP or a back-up provider to be triaged for care. It is not acceptable to use a phone message that does not provide access to your or your back-up provider, and only recommends emergency department use for after hours.

Appointment Type	Medicaid Standard
<b>NON-PCP SPECIALISTS</b>	
Specialists	Not to exceed 45 calendar days
<b>DENTAL CARE</b>	
Routine visits	Not to exceed 45 calendar days
Urgent care needs	Not to exceed 48 hours
<b>URGENT AND EMERGENCY CARE PROVIDERS</b>	
Urgent care providers	Not to exceed 24 hours
Emergency needs	Immediately upon presentation, 24 hours a day, 7 days a week and without prior authorization

Appointment Type	Medicaid Standard
<b>BEHAVIORAL HEALTH AND SUBSTANCE USE DISORDER PROVIDERS</b>	
Routine visit	Not to exceed 14 calendar days
Initial visit for routine care	Not to exceed 10 business days
Follow-up routine care	Not to exceed 30 calendar day
Care for a non-life-threatening emergency	Not to exceed 6 hours
Urgent needs	Not to exceed 48 hours
Follow-up post-discharge from acute care psychiatric hospital (when TrueCare is aware of the member's discharge)	Not to exceed 7 calendar days

Providers should see members as expeditiously as the member's condition and severity of symptoms warrant. It is expected that if a provider is unable to see the member within the designated time frame, TrueCare will facilitate an appointment with another participating provider, or a non-participating provider, when necessary.

For the best interest of our members and to promote their positive health care outcomes, TrueCare supports and encourages continuity of care and coordination of care between medical care providers, as well as between physical and behavioral health providers.

## Talking to Patients

TrueCare regularly provides education to our members about appropriate use of services. Partnering with you gives us the opportunity to together educate members about how to access the right care to meet their needs and remind them:

- In non-emergency situations, contact their PCP first.
- When a PCP cannot be reached, visit an urgent care to be seen quickly.
- Visit a PCP for routine care, not the Emergency Department (ED).



### Nurse Advice Line

TrueCare helps members decide where to go for care when they are unsure. Your patients can call our 24-Hour Nurse Advice Line and a nurse will help them make the decision. Members can call 24 hours a day, seven days a week at no cost. **1-833-687-7321 (833-NURSE 21)**



### Questions?

Please contact Provider Services at **1-833-230-2174**, Monday through Friday 7:30 a.m. to 5 p.m., Central Time.

Thank you for partnering with TrueCare!