

DATE: May 20, 2021
TO: All Well Sense Health Plan Providers
FROM: Well Sense Health Plan
SUBJECT: **Well Sense Evaluation of Wait Times for Appointments**
PRODUCT: *Well Sense Health Plan*

Wait Time for Appointments

When a member requests a primary or specialty care appointment, providers are required to follow Well Sense Health Plan's **Access to Care Standards** regarding appointment availability wait times.

We perform an annual survey to determine how successful our members are at obtaining appointments. When the standards are not met, we work with those providers to develop action plans to help meet access and availability standards, which are part of the contract requirements between Well Sense and providers. Please review and adhere to the standards below.

Service	Access Standard
Hours of Operations	Must be no less than hours offered to commercial enrollees
Office/Service Waiting Time	30 minutes or less
After-Hours Services	Provide one of the following: <ul style="list-style-type: none"> • 24-hour answering service with option to page the physician, or • Advice nurse with access to the PCP or on-call physician
Emergency and Psychiatric Services	Immediately upon entrance to delivery site, including network and out-of-network facilities 24 hours a day, 365 days a year
Primary Care Services	<ul style="list-style-type: none"> • Routine, non-symptomatic: 45 days • Non-urgent, symptomatic: 10 days • Urgent: 48 hours
Outpatient Specialty Services	<ul style="list-style-type: none"> • Routine, non-symptomatic: 45 days • Non-urgent, symptomatic: 10 days • Urgent: 48 hours
Other Healthcare Services	In accordance with New Hampshire Medicaid standards and guidelines at dhhs.nh.gov/ombp/medicaid
Transitional Care (Primary, Specialty or approved Community Mental Health Provider)	Within two business days following discharge
Transitional Home Care	Within two calendar days following discharge

Provider Communication



Questions?

If you have any questions about this notification, please contact your dedicated Provider Relations Consultant or call the Provider Line at 877-957-1300, option 3.