



December 11, 2017

Wait times 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.

Well Sense performs 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. If you have questions, please contact your dedicated Provider Relations Consultant.

Appointment Type	Primary Care	Specialty Care
Non-Urgent Symptomatic	10 calendar days	10 calendar days
Non-symptomatic (preventive care)	45 calendar days	45 calendar days
Urgent Care	48 hours	48 hours
Emergency Services	24 hours a day/7 days a week	n/a
Transitional Healthcare	7 calendar days of member discharge from inpatient or institutional care	7 calendar days of member discharge from inpatient or institutional care
Transitional Home Care	2 calendar days of member discharge from inpatient or institutional care	2 calendar days of member discharge from inpatient or institutional care