

Right care at the right time

To ensure our members receive care in a timely manner from a network PCP, specialty providers and behavioral health providers, Amerigroup Washington, Inc. requires the following appointment access availability:

- **Emergency care:** Emergency care must be available 24 hours a day, 7 days a week. An emergency is when someone has a sudden or severe medical problem and needs care right away.
- **Urgent care:** Office visits with a PCP or other provider must be available within 24 hours. Urgent care is for medical problems that need care right away, but the patient's life is not in danger.
- **Routine/sick care:** Office visits with a PCP or other provider must be available within 10 days. Routine care is planned, regular provider visits for medical problems that are not urgent or an emergency.
- **Preventive care:** Office visits with a PCP or other provider must be available within 30 days. Examples of preventive care are annual physicals (also called checkups), well-child care visits, annual women's health care and immunizations shots.

Providers are also required to abide by the following standards to ensure access to care for our members:

- **Offer telephone access for members 24 hours a day, 7 days a week:** A 24-hour telephone service may be used. The service may be answered by a designee such as an on-call physician or a nurse practitioner with physician backup.
- **After-hours calls:** If after-hours calls are initially answered with a recorded message before directing to a live party, this message must include instruction for a member to dial 911, go to the emergency room, or stay on the line if there is an emergency situation or a need to speak to someone immediately.

Additionally, we encourage you to offer after-hours office care in the evenings and on Saturdays.