

## Access and Availability Standards

The purpose of these guidelines is to ensure that health services are available and accessible to Community First members. Because Community First contracts with a closed panel of practitioners, it is essential that we have a sufficient number of practitioners in our network who are conveniently located to serve our enrollees. By monitoring compliance with these guidelines, Community First can identify opportunities to improve our performance, and to develop and implement intervention strategies to effect any necessary improvement.

Community First has Primary Care Physicians (PCPs) available throughout the service area to ensure that no member must travel more than 30 miles, or 45 minutes, whichever is less, to access the PCP.

Community First Providers shall be available to members by telephone twenty-four (24) hours a day, seven (7) days a week for consultation and/or management of medical concerns.

<b>TYPE OF APPOINTMENT</b>	<b>APPOINTMENT AVAILABILITY</b>
Emergency Care, including Behavioral Health	24 hours a day, 7 days a week, upon Member presentation at the delivery site, including non-network and out-of-area facilities
Urgent Care (PCP) (Specialist) (Behavioral Health)	Within 24 hours of request Within 24 hours of request Within 24 hours of request
Routine Care (PCP) (Specialist) (Behavioral Health) Routine/scheduled inpatient/outpatient care	Within 14 days of request Within 14 days of request Within 14 days of request
Behavioral Health Discharge Planning/Aftercare	Members discharged from an inpatient setting must have a scheduled follow-up outpatient appointment within seven (7) days after discharge. Members should be strongly encouraged to attend and participate in aftercare appointments.
Initial Outpatient Behavioral Health visits	Within 14 days of request
Routine specialty care referrals	Within 30 days of request
Physical Examinations	56 days or less (4 - 8 weeks)
Prenatal Care (Initial)	14 calendar days or less or by the 12 <sup>th</sup> week of gestation. Members who express concern about termination will be addressed as Urgent Care.
High-risk pregnancies or new members in the third trimester	Within 5 days or immediately if an emergency exists.
Well-Child Care (including THSteps)  Well adolescent care	STAR Well-child/THSteps: For newly enrolled members under age 21, overdue or upcoming well-child checkups as soon as practicable and no later than 60 days of enrollment for other eligible child members.  Routine Well-child Care: In accordance with American Academy of Pediatrics periodicity schedule.
Texas Health Steps checkups	Within 14 days of enrollment and no later than 60 days of enrollment for other eligible child members and in accordance with American

	Academy of Pediatrics periodicity schedule.
Migrant Farm Worker Children	Staff must ensure prompt delivery of services to children of migrant farm workers and other migrant populations who may transition into or out of HMO program more rapidly and/or unpredictably than the general population.
Newborn Care (in a hospital)	Newborns must receive an initial newborn checkup before discharge from the hospital.
Newborn Care (after discharge from a hospital)	Within 14 days of hospital discharge.
Preventive health services for children and adolescents	Within 60 days of request in accordance with American Academy of Pediatrics periodicity schedule.
Preventive health services for adults	Within 90 days of request in accordance with US Preventive Service Task Force recommendations
Physical Therapy	Within 24 hours (urgent) 3 days or less (routine) 14 days or less (follow-up).
Radiology	Within 24 hours (urgent) 7 days or less (MRI/CT Scan) 10 days or less (IVP/UGI) 21 days or less (Mammogram)
Home Health/DME/Supplies (OT, PT, ST SNV, etc)	Within 2 hours for IV therapy or oxygen therapy. Within 24 hours for standard nursing care and delivery of non-urgent equipment. Significant changes in health status of the patient are to be relayed to the attending physician within 4 hours of detection.
Provider office waiting time	Within 30 minutes of scheduled appointment time.
Requests for feedback from pharmacy related to prescriptions	Within 24 business hours