

# Getting Needed Care and Getting It Quickly



We want you to be satisfied with getting the care you need and getting that care quickly. Every year we check to see how well we are meeting these needs. This table lists the guidelines for how quickly you should be seen by your Primary Care Physician (PCP). If you feel you are not getting needed care or getting care quickly, please call Customer Service at (800) 826-2862. We are here to help. ■

Primary Care Practitioner (PCP)	Response Standards
Regular and Routine Care Appointments (i.e., preventive/well-care, routine non-symptomatic, physical, annual GYN exam)	Within thirty (30) days
Routine Non-Urgent (i.e., symptomatic)	Within seven (7) days
Urgent Care Appointments (i.e., persistent diarrhea/vomiting, high fever)	Within twenty-four (24) hours
Emergency Care (i.e., life-threatening conditions)	Twenty-four (24) hours/seven (7) days a week at any hospital in or out of plan
Office Visit Wait Time for Scheduled Appointments	Within 30 minutes of the scheduled appointment time