

Getting Needed Care and Getting Care 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 Member Services at (866) 454-5507. We are here to help. ■■■

<i>Visit Type</i>	<i>Time Frame</i>
Regular and Routine Care Appointments (i.e., preventative/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 members should be taken to the exam room.