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Provider Training Program

Appointment & After-Hours Access Standards

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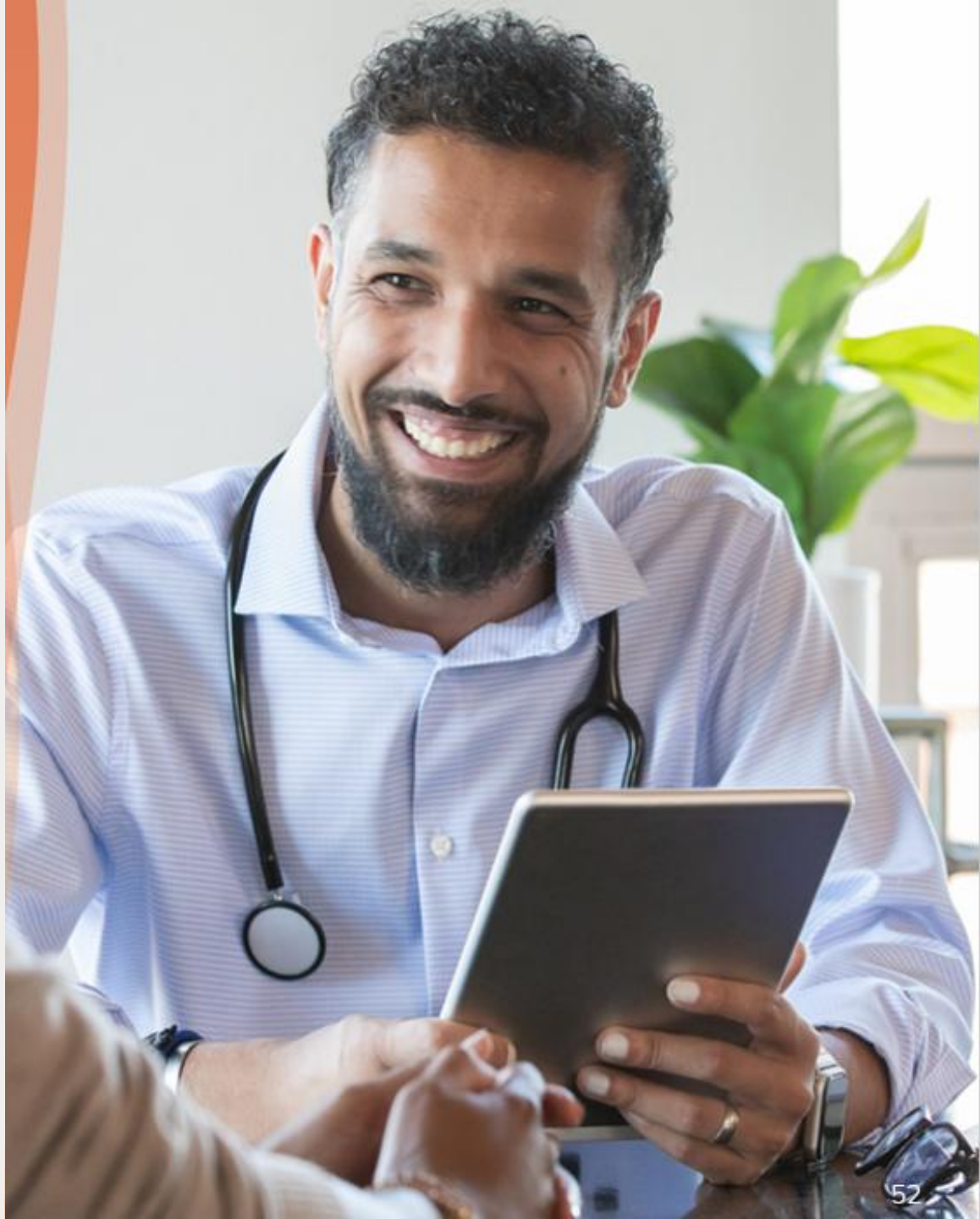
- Appointment Access Standards
- Emergency Care



Appointment Access Standards

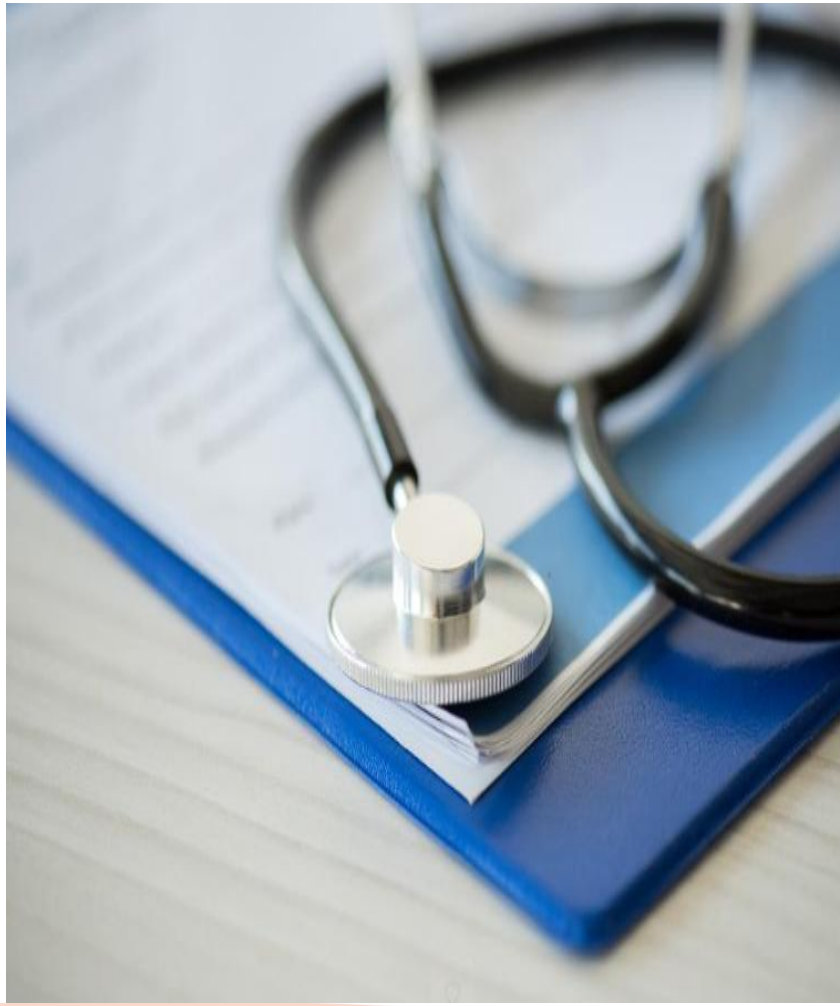
Access to care means **a patient has the ability to see a qualified health provider within a reasonable period of time**.

Access standards have been developed to ensure that all health care services are provided in a timely manner.

Access to transportation, and language services are important to ensure adequate access to care.

Note:

- Phone pick up time should be no longer than 10-seconds
- Office waiting time for scheduled appointments:
    - If a provider is delayed, the patient should be notified
    - Not to exceed sixty (60) minutes
    - If wait time exceeds ninety (90) minutes, the patient should be offered a new appointment.



Appointment Access Standards – ALL Providers

Type of Appointment	Scheduling Time Frame
All Providers	
Emergency Care	Immediately, and available 24/7
Transitional visit (clinical assessment or care planning)	Within seven (7) calendar days of member's discharge from an inpatient or behavioral health facility or substance use disorder treatment program.
Second Opinion	Within thirty (30) calendar days of the request unless the Enrollee requests a postponement of the second opinion to a date later than thirty (30) calendar days.

Appointment Access Standards – PCP, OB/GYN, Midwife

Type of Appointment	Scheduling Time Frame
PCP, OB/GYN, Midwife	
Preventative office visit - non-symptomatic	Within thirty (30) business days
Non-urgent routine office visit - symptomatic	Within seven (7) business days
Urgent office visit - symptomatic	Within twenty-four (24) hours

Appointment Access Standards – Behavioral Health

Type of Appointment	Scheduling Time Frame
Behavioral Health Providers	
Care for a non-life-threatening emergency	Within six (6) hours
Urgent office visit - symptomatic	Within twenty-four (24) hours *CS-Next Day
Non-urgent routine office visit - symptomatic	Within seven (7) business days
Follow-up, routine care	Within thirty (30) business days

*Cascade Select (CS)

Appointment Access Standards - Specialists

Type of Appointment	Scheduling Time Frame
Specialty Care Providers	
Specialty Care	Within thirty (30) business days of request

Specialists should provide the member's PCP with a written report within 14 days of the date of service regarding the proposed plan of treatment, including any proposed hospitalization or surgery and information regarding self-referred services such as women’s health care services.

Emergency Care

Emergency Care shall be available 24 Hours a Day, Seven Days a Week

CHPW providers are required to maintain access to health care services on an ongoing basis and shall ensure that services are available to members 24 hours per day, seven days per week.

Provider offices must answer the phone during normal business hours. After normal business hours and on weekends, a provider must have:

- A covering provider.
- An answering service.
- A triage service or voicemail message that provides a second phone number that is answered. For example, behavioral and mental health providers should include a crisis center phone number on their answering machine.
- Any recorded message must be provided in English. If the provider's practice includes a high population of Spanish speaking members, the message should also be recorded in Spanish.

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- After-Hours Access Standards

After-Hours Access Standards

- Physicians (PCPs, Behavioral Health Providers, OB/GYN, Midwife, Specialists, or covering physicians) are required by contract to provide 24 hours a day, 7 days per week coverage to CHPW members.

- Physicians, or his/her on-call coverage or triage/screening clinician must return urgent calls to member, upon request within 30 minutes.

- Clinical advice can only be provided by appropriately qualified staff, e.g., physician, physician assistant, nurse practitioner or RN.

After-Hours Access Standards

Provider Types: PCP, OBGYN, Midwife, Specialist, Behavioral Health

After-hours requirements:

1. Must have an answering machine or on-call service – *call pick up within 10 seconds.*
2. Must have an on-call provider available

After-hours messaging requirements (live answering service or answering machine):

1. "If this is an emergency, hang up and dial 911"

2. How to contact an on-call provider messaging examples -
   - "This is how to contact our on-call provider, dial ……."
   - "I will connect you to our on-call provider now"
   - "I will have our on-call provider contact you within 30-minutes"
   - "Please contact the nurse line at……"

3. Behavioral Health Providers – after-hours messaging should also include a crisis center phone number and/or 988 Suicide and Crisis Lifeline.

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- Annual Appointment and After-Hours Access Reviews
- Best Practices
- Interpreter Services
- Transportation Services

Annual Appointment and After-Hours Access Reviews

- It is a regulatory requirement for health plans to have monitoring procedures in place to accurately measure the accessibility and availability of contracted providers.
- CHPW conducts annual appointment access and after-hours reviews as required by regulatory and accreditation agencies.
- The purpose for conducting these annual reviews is **to ensure compliance with the Health Care Authority (HCA), CHPW and accreditation agency standards for timely access to care**.

Best Practices | Meeting Access Requirements

- Review and educate staff on Access standards and policies on a quarterly basis and/or as needed.
- Open more appointment time slots to accommodate patients.
- Allot time for walk-ins and same day appointments.
- Offer telephone or video appointments as applicable to the patient's condition.
- Take the time to ensure that the person(s) in charge of appointment scheduling understand Access standard requirements.
- Periodically check your after-hours answering machine and/or answering service to ensure it meets 911 messaging and on-call provider requirements.

Interpreter Services

Apple Health (Medicaid)

Language services are covered by the HCA through Universal Language Service. For additional information about this interpreter services program, please visit HCA's Interpreter Services Webpage

To access **Lionbridge** on demand over-the-phone interpretation:

- Dial: 1 855-461-1323 (Toll Free)
- Department Code: 60

CHPW Medicare Advantage

To access **Lionbridge** for on demand over-the-phone interpretation:

- Dial: 1 855-461-1323 (Toll Free)
- Department Code: 60

Cascade Select

To access **Lionbridge** for on demand over-the-phone interpretation:

- Dial: 1 855-461-1323 (Toll Free)
- Department Code: 60

Interpreter Services

Apple Health Expansion (AHE)

CHPW provides in-person, virtual, and over-the-phone Interpreter services. Providers/Clinic staff are responsible to ensure your patient is an AHE member to utilize the following services. This is free of charge.

To access **Language Line** Interpreter Services:

- Dial: 1 888-225-6056 (Toll Free)
- Select Option 1
- Enter Client ID: 705722
- Enter Fund Code: Member's CHPW ID Number

To access **Lionbridge** on demand over-the-phone interpretation:

- Dial: 1 855-461-1323 (Toll Free)
- Department Code: 11

Please note that all in-person and virtual appointments must be made at least two hours in advance. Cancelation of in-person and virtual appointments must be done with at least one full business days' notice.

Note: If you have questions regarding language assistance for CHPW members, please contact Customer Service at (800)-440-1561.

Transportation Services

The Washington State Health Care Authority (HCA) covers transportation for individuals who otherwise have no means to access medical care. This includes:

- Public transit bus
- Gas vouchers
- Client and volunteer mileage reimbursement
- Taxi rides
- Wheelchair van or accessible vehicles
- Commercial bus and airfare
- Ferry tickets

HCA Transportation Directory

If your patients are having trouble connecting with a transportation provider for any reason, please advise your patients to contact CHPW at **1-800-440-1561** (TTY Relay: Dial 711).

Thank you!

For any inquiries or to arrange a virtual training session, please email:

Provider.Relations@chpw.org

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