



One Goal. One Priority. Your Healthcare.

## IMPORTANT MEMORANDUM

**DATE:** 5/20/2015  
**TO:** Primary Care Physicians (PCP) and Specialty Care Physicians (SCP)  
**FROM:** Lisa Betancourt, MHA, Quality & Performance Improvement Manager  
**SUBJECT:** **Timely Appointment Access (PCP & SCP) & After Hours Access (PCP-ONLY)**

---

According to Title 42 CFR 422.122 (a)(6)(i), health plans and their contracted medical groups must ensure timely access to necessary health care services with Primary Care Physicians (PCP) and Specialty Care Physicians (SCP). These rules require health plans and their contracted medical groups demonstrate a comprehensive range of primary, specialty, institutional, and ancillary care services are readily available and accessible to ensure that all Medicare Advantage members have-appropriate access for the nature of their condition. Practitioners must adhere to 100% compliance with the following:

- **Offering appointments within the following time-elapsd standards:**
  - **Within 24 hours** of a request for an urgent care appointment for services (PCP).
  - **Within 7 calendar days** of a request for non-urgent PCP appointment.
  - **Within 14 calendar days** of a request for non-urgent SCP appointment.
  - **Within 30 calendar days** of initial request of a request for routine health assessment (asymptomatic) care and/or preventive health.

Title 42 CFR section 422.112(a)(7) and section 438.206(c)(1)(ii), in addition to the Health Net Provider Participating Agreement, states Medicare Advantage (MA) participating providers must ensure that, when medically necessary, medical services are available and accessible 24 hours a day, seven days a week, and primary care physicians (PCPs) are required to have appropriate coverage. For those medical groups, and/or independent practice associations (IPAs) and PCPs who do not have services available 24 hours a day, seven days a week, use of an answering service or answering machine to provide members with clear and simple instruction on after-hours access to urgent and emergent medical care is acceptable.

- **Offering after-hours access using the following standards (PCP ONLY):**
  - Appropriate after-hours emergency instructions
  - Ability to speak with an on-call physician within 4 hours

Thank you in advance for your continued partnership and commitment to Arizona Priority Care's ongoing quality improvement process. Should you have any questions, please do not hesitate to contact me directly at 480-499-8700, ext. 8292.

Handwritten signature of Lisa Betancourt, MHA in blue ink.  
**Lisa Betancourt, MHA**

Quality and Performance Improvement Manager  
**Arizona Priority Care**