

Access to Care Standards



Healthy Connections Prime Requirements

CMS and SCDHHS mandated requirements of all CICOs for access to care requirements.

The following access to care standards are applicable to all providers contracted with a CICO for Healthy Connections Prime.

Physical Health Access to Care Requirements

Primary Care Physician (PCP)	Emergency Care	Twenty-four (24) hours per day, seven (7) days per week
	Urgent, Symptomatic Care	Forty-eight (48) hours
	Non-Urgent, Symptomatic Care	Ten (10) calendar days
	Non-Symptomatic (Well or Preventive) Care	Four (4) to six (6) weeks
	Medical Follow-Up to Inpatient Care	Seven (7) calendar days of discharge
High-Volume Specialists (Cardiologist, Oncologist, Ophthalmologists, Orthopedic Surgeons, General Surgeons, Gastroenterologists, Pulmonologists, Otolaryngologists and Specialists in Physical Medicine and Rehabilitation)	Routine	Thirty (30) calendar days

Behavioral Health Access to Care Requirements

Life Threatening Emergencies

Definition of Life Threatening Emergency:

A situation requiring immediate care to a Member to prevent death, serious injury or deformity of the Member.

Providers must ensure that Members receive an appointment within **one (1) hour** of the request for services.

Non-Life Threatening Emergencies

Definition of Non-Life Threatening

Emergency: A behavioral health condition where the Member may suffer significant physical or emotional deterioration resulting in hospitalization or partial hospitalization unless an intervention is made within **six (6) hours**.

Provider must ensure that Members receive an appointment within **six (6) hours** of the request for services.

Behavioral Health Access to Care Requirements

<p><u>Urgent</u> <i>Definition of Urgent:</i> The diagnosis and treatment of medical conditions that are serious or acute but pose no immediate threat to life and health, but which require medical attention within <u>twenty four (24) hours.</u></p>	<p>Providers must ensure that Members receive an appointment within <u>twenty-four (24) hours</u> of the request for services.</p>
<p><u>Routine Mental Health Services</u> <i>Definition of Routine:</i> Routine services are those services not deemed emergent or urgent.</p>	<p>Provider must ensure that Members receive an appointment within <u>twenty-one (21) business days</u> of the request for services.</p>
<p>Waiting Time in a Provider Office</p>	<p>Not to Exceed forty-five (45) Minutes</p>
<p>Use of Free Interpreter Services</p>	<p>As Needed Upon Member Request During All Appointments</p>

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