
TITLE: Access Standards

PURPOSE: Maintain adequate accessibility for Members of all ages.

PROCEDURE:

A. Coverage

1. PCP's will provide Revised: 6/9/06: associated case management and arrange for coverage of services, consultation or approval for referrals twenty-four (24) hours per day, seven days per for members.
2. This coverage must consist of answering service call forwarding, provider call coverage or other customary means approved by the Agency.
3. The chosen method of twenty-four (24) hour coverage must connect the caller to someone who can render a clinical decision or reach the PCP for a clinical decision.
4. The after-hours coverage must be accessible using the medical office's daytime telephone number.
5. The PCP or covering medical professional must return the call within thirty (30) minutes of the initial contact.
6. The PCP's agreement to arrange for coverage of primary care services during absences due to vacation, illness, or other situations which require the PCP to be unable to provide services. Coverage must be provided by a Medicaid enrolled PCP.

B. Appointment Waiting Times and Geographic Access Standards

1. All PCP services and referrals to participating specialists will be available as follows:
 - a. Urgent Care — within one (1) day,
 - b. Routine Sick Patient Care — within one (1) week,
 - c. Well Care Visit — within one (1) month.
2. PCP's and Hospital services will be available within an average of thirty (30) minutes travel time from a Member's residence.
3. All Participating Specialists and ancillary services will be within an average of sixty (60) minutes travel time from a Member's residence. **Revised 07/23/08: If requested by the PSN, the Agency may waive the travel time requirement, in writing, in rural areas and where there are no PCPs or Hospitals within the thirty (30) minute average travel time.**
4. Provide a designated emergency services facility within an average of thirty (30) minutes travel time from a Member's residence, that provides care on a twenty-four (24) hours a day, seven (7) days a week basis. **Revised 01/01/08: First Coast Advantage can request in writing to the Agency for travel time to be waived in rural areas.**

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5. Each designated emergency service facility shall have one (1) or more providers and one (1) or more nurses on duty in the facility at all times.
 6. At least one (1) pediatrician or one (1) CHD, FQHC or RHC within an average of thirty (30) minute travel time from a Member's residence.
 7. The pediatrician(s), CHD, FQHC, and/or RHC must provide access to care twenty-four (24) hours a day, seven days a week basis.
- C. Revised 6/8/06: At least annually, FCA shall review each PCPs average wait times to ensure services are in compliance with Section VII, D. Appointment Waiting Times and Geographic Access Standards.
- D. Revised 09/01/06: First Coast Advantage will ensure that all facilities have access for persons with disabilities, health, cleanliness, and safety. FCA will also ensure adequate space, supplies, proper sanitation, and smoke-free facilities with proper fire and safety procedures in operation.