

## ACCESS STANDARDS

PARAMOUNT ELITE | HMO | PPO

MEDICAL / SURGICAL	PCP STANDARD	NON-PCP STANDARD
<b>Routine Assessments, Physicals or New Visits</b>	90% of members can access care within <b>30 calendar days</b>	90% of members can access care within <b>60 calendar days</b>
<b>Routine Follow-up Visits</b> <i>Recurring problems related to chronic conditions such as hypertension, asthma, and diabetes</i>	90% of members can access care within <b>14 calendar days</b>	90% of members can access care within <b>45 calendar days</b>
<b>Symptomatic Non-urgent Visits</b> <i>Examples include cold, sore throat, rash, muscle pain, and headache</i>	90% of members can access care within <b>4 calendar days</b>	90% of members can access care within <b>30 calendar days</b>
<b>Urgent Medical Problems</b> <i>Unexpected illnesses or injuries requiring medical attention soon after they appear</i>	90% of members can access care within <b>48 hours</b>	90% of members can access care within <b>48 hours</b>
<b>Serious Emergencies</b> <i>Life-threatening illness or injury, such as heart attack, stroke, poisoning, loss of consciousness, inability to breathe, uncontrolled bleeding or convulsions</i>	<b>Immediate Care</b>	<b>Immediate Care</b>
BEHAVIORAL HEALTH	STANDARD	
<b>Routine Assessments or Care for New Problems</b> <i>Non-urgent, non-emergent conditions, initial post-hospitalization visit, new behavioral or mental health problems</i>	90% of members are offered access to care within <b>10 business days</b>	
<b>Routine Follow-up Visits</b> <i>Continued or recurring problems when member, primary care physician and behavioral health care provider agree with or prefer the scheduled time</i>	90% of members are offered access to care within <b>30 calendar days</b>	
<b>Urgent Care</b> <i>Unexpected illnesses or behaviors requiring attention soon after they appear</i>	90% of members are offered access to care within <b>48 hours</b>	
<b>Immediate Care for Non-Life Threatening Emergency</b> <i>Severely limited ability to function; behavioral health care provider may either provide immediate care, or direct the patient to call 911 or be taken to nearest emergency room</i>	<b>Immediate Care, Not to Exceed 6 hours</b>	
<b>Life Threatening Emergency (Self or Others)</b> <i>The expectation is that the member will receive immediate care appropriate for the critical situation, e.g. calling 911</i>	<b>Immediate Care</b>	
DENTAL (Paramount Advantage only)	STANDARD	
<b>Routine Care</b> <i>Periodic oral examination, preventive services</i>	90% of members can access care within <b>60-90 business days</b>	
<b>Routine Follow-up Restorative services</b>	90% of members can access care within <b>14-45 business days</b>	
<b>Symptomatic / Non-Urgent</b> <i>Problem focused evaluation &amp; treatment</i>	90% of members can access care within <b>7-14 business days</b>	
<b>Urgent Care</b>	90% of members can access care within <b>72 hours</b>	
<b>Emergency Care</b>	90% of members can access care within <b>24 hours</b>	
TELEPHONE ACCESS ALL PROVIDERS	STANDARD	
<b>Access to Care After Hours</b>	90% of members will find access to care after hours acceptable	
<b>Return Phone Calls from Provider Office During Office Hours</b>	90% of members will find return phone calls during office hours to be acceptable	