



Appointment Availability Standards

PRIMARY CARE

Urgent care Appointments



As quickly as the member's health condition requires but no later than two business days of request

Routine Care Appointments



Within 21 calendar days of request

SPECIALTY CARE

Urgent Care Appointments



As quickly as the member's health condition requires but no later than two business days of request

Routine Care Appointments



Within 45 calendar days of referral

DENTAL CARE

Urgent Care Appointments



As quickly as the member's health condition requires but no later than three business days of request

Routine Care Appointments







Within 45 calendar days of request

Wait Time



Members with an appointment should not wait more than 45 minutes for treatment, except when the provider is unavailable due to an emergency. If there is an emergency or delay, the Member should be given the option to reschedule the appointment within a reasonable period of time. B – UFC will actively monitor appointment wait times and ensure provider compliance.





MATERNITY CARE

<p>First Trimester</p>  <p>Within 14 calendar days of request</p>	<p>Second Trimester</p>  <p>Within 7 calendar days of request</p>	<p>Third Trimester</p>  <p>Within 3 business days of request</p>	<p>High Risk Pregnancies</p>  <p>Within 3 business days of identification of High Risk</p>
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High Risk Pregnancies

As the member's health condition requires and no later than three business days of identification of high risk by the Contractor or maternity care provider, or immediately if an emergency exists.

BEHAVIORAL HEALTH

<p>Urgent Need Appointments</p>  <p>As quickly as the member's health condition requires but no later than 24 hours from identification of need</p>	<p>Routine I. Initial Assessment</p>  <p>Within 7 calendar days of referral or request for service</p>	<p>Routine II. First behavioral health service following the initial assessment</p>  <p>As expeditiously as the member's health condition requires but no later than <u>Member age 18 years and older:</u> 23 calendar days after initial assessment <u>Member age under 18 years old:</u> no later than 21 days after initial assessment</p>	<p>Routine III. All subsequent behavioral health services</p>  <p>As quickly as your health condition requires but no later than 45 calendar days of request from notice of need</p>
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ADOPTED CHILDREN

<p>Routine I. Initial Assessment</p>  <p>Within 7 calendar days after referral or request for service</p>	<p>Routine II. First behavioral health service following the initial assessment</p>  <p>As quickly as the member's health condition requires but no later than 21 calendar days after the initial assessment</p>	<p>Routine III. All subsequent behavioral health services</p>  <p>As quickly as the member's health condition requires but no longer than 21 calendar days from the identification of need</p>
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*Children should receive care within **7 and/or 21 calendar days**. Adoptive parents may call our Customer Care Center or AHCCCS at the numbers listed below if they have not received services within this timeframe.*

*B – UFC Customer Care Center (800) 582-8686
AHCCCS Clinical Resolution Unit at (800) 867-5808.*

PSYCHOTROPIC MEDICATIONS

1. Review the urgency of the need right away.
2. The scheduled appointment should not be longer than 30 calendar days from the notice of need.