

August 2010

## IMPORTANT PROVIDER NOTIFICATION

Peach State Health Plan™ (Peach State) strives to ensure members have access to timely, appropriate care for all their health needs. We will work with you to establish clear standards for scheduling appointments and for the length of wait times.

Effective immediately all providers participating in the network will be required to adhere to the revised guidelines outlined below. In addition, the Provider Manual, Member Handbook, and Provider Contracts will be updated to reflect these changes.

### Appointment Availability

PCP (routine visits)	Not to exceed 14 calendar days
PCP (adult sick visit)	Not to exceed 24 hours
PCP (pediatric sick visit)	Not to exceed 24 hours
Specialists	Not to exceed 30 calendar days
Dental Providers (routine visits)	Not to exceed 21 calendar days
Dental Providers (urgent care)	Not to exceed 48 hours
Non-emergency hospital stays	30 Calendar Days
Mental Health Providers	14 Calendar Days
Urgent Care Providers	Not to exceed 24 hours
Emergency Providers	Immediately (24 hrs a day, 7 day a week) * no prior authorization required

### After-hours Telephone Arrangements

Urgent Calls	Shall not exceed 20 minutes
Other calls	Shall not exceed 1 hour

### Appointment Wait Time Standards

Scheduled Appointments	Waiting times shall not exceed 60 minutes. After 30 minutes, patient must be given an update on waiting time with an option of waiting or rescheduling appointment.
Walk-In Appointments	Waiting time shall not exceed 90 minutes. After 45 minutes, patient must be given an update on waiting time with an option of waiting or rescheduling appointment.

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Should you have any questions about this notification, please call Peach State's Provider Solutions Department at (866) 874-0633.

Sincerely,  
Peach State Health Plan