

Provider Appointment Access and Availability Standards



Blue Cross and Blue Shield of Nebraska (BCBSNE) establishes provider appointment availability standards to ensure that members have timely access to care. BCBSNE assesses compliance with these standards through telephone surveys and member complaints. As a BCBSNE participating provider, you have agreed to maintain these standards for BCBSNE patients making appointments. Providers who do not meet the standards may be required to complete a Corrective Action Plan (CAP).

Provider Type	Routine/Non-Urgent Care
Primary Care Provider (PCP) <ul style="list-style-type: none"> • General Practice • Family Practice • Internal Medicine • Pediatric Medicine • Obstetrics and Gynecology practitioners 	Within 15 business days of patient request
Specialty Care Providers (SCP) <ul style="list-style-type: none"> • Non-behavioral health practitioners not listed as PCP 	Within 30 business days of patient request
Behavioral Health Providers (BHP) <ul style="list-style-type: none"> • Psychology • Psychiatry • Mental Health and Substance Abuse practitioners 	Within 10 business days of patient request

APPOINTMENT TYPE	
Standards	Definition / Acceptable Actions
Routine/Non-Urgent Care	Prescheduled office visits for routine health services or diagnostic or therapeutic purposes that are not emergent or urgent in nature. Services are related to education and prevention; management of minor illness or injury; management of stable chronic conditions; or counseling.

All provider types must maintain the standards for urgent care, emergency care, and after-hours access.

Urgent Care 24-hours	Appointment can be scheduled within 24 hours from patient request <ul style="list-style-type: none"> • Available for patient to walk in and receive care • Triage is available with a nurse or other provider • Patient is instructed to go to the urgent care, nearest ER or call 911
--------------------------------	---

Urgent care is medical, mental health, or substance abuse care given for a condition that, without timely treatment, could result in:

- Deteriorating into an emergency
- Causing prolonged impairment of bodily functions
- Developing a chronic illness

Emergent Care

Immediate

- Available for immediate face-to-face medical attention
- Available for patient to walk in and receive care
- Triage is available with a nurse or other provider
- Patient is instructed to go to the nearest ER or call 911

Emergent care is medical, mental health, or substance abuse care given for a condition that necessitates immediate intervention and without immediate treatment, could result in:

- Placing the member's life or general health in severe jeopardy
- Cause severe impairment in one or more bodily function
- Cause severe dysfunction or one or more body organ(s) or parts

After-hours

24 hours, 7 days a week by phone

- Live party is available after-hours
 - Recorded message includes instructions on how to reach a live party
 - Recorded message provides emergency instructions to go to the nearest ER or call 911
-