

Provider Network Fax Blast

Monday, October 01, 2018



2 Executive Park Drive
Bedford, NH 03110

Appointment Availability Standards Survey

NH Healthy Families works to make sure that needed services are available to our members. One of our many goals is to ensure adequate access to healthcare for our members. In an effort to assess the current availability of primary care, specialist and behavioral health services to our members, we have developed a short survey to monitor and evaluate member access to services. We appreciate your commitment to meeting the New Hampshire State Standards for Access and Availability.

Please take a few minutes to complete the electronic survey by visiting:

NHhealthyfamilies.com – For Providers – Provider Resources. Click on the applicable survey (Specialist/Behavioral Health or PCP) under the Appointment Availability Survey header.

For your information, the standards are listed below:

Primary Care:

Urgent Care – within 48 hours of the Enrollee's request

Non-urgent, Symptomatic Care – within 10 days of the Enrollee's request

Non-Symptomatic Care – within 45 calendar days of the Enrollee's request

After Hours Care - Acceptable care being: 24 Hour Answering Service, On-Call Physician, or Referral to Emergency Room

Specialty Care and Behavioral Health Standards:

After- Hours Care – Acceptable care being: 24 Hour Answering Service, On-Call Physician, or Referral to Emergency Room

Emergency Care – Member inquiry regarding emergency care, immediate appointment or referral to Emergency Room

Urgent Care – within 48 hours of the Enrollee's request

Non-Urgent, Symptomatic Care – within 10 calendar days of the Enrollee's request for specialist care and 10 business days for behavioral health care

Non-Symptomatic Care – within 45 calendar days of the Enrollee's request

Behavioral Health Non-Life Threatening Emergency – within 6 hours of the Enrollee's request

Aftercare appointments following a psychiatric discharge from hospital – within 7 calendar days of discharge

Please contact your Provider Network Specialist or reach out to nhproviderrelations@centene.com with any questions.

Thank you to those providers that have already completed the survey in 2018.