

Appointment Availability Standards

Dear Provider,

To ensure that you are adhering to standards for appointment availability that are described in your Provider Manual, please review the guides below. PA Health & Wellness follows the availability requirements set forth by applicable regulatory and accrediting agencies. It is critical that PA Health & Wellness Participants are able to access care within the set timeframes.

For more information, the Provider Manual can be located at the following web address:
<https://www.pahealthwellness.com/providers/resources/forms-resources.html>

TYPE OF APPOINTMENT	SCHEDULING REQUIREMENT
Primary Care Providers, OB-GYN, Certified Nurse Midwives	Timeframe
Emergency Medical Condition	Immediately seen or referred to an emergency facility
Urgent Medical Condition	Within twenty-four (24) hours of presentation or request
Non-Urgent Sick Visits	Within seventy-two (72) hours of request, as clinically indicated.
Routine Appointments	Within ten (10) business days.
Health Assessment/General Physical Examinations and First Examinations	Within three (3) weeks of enrollment or request
Pregnant Women	First Trimester- within ten (10) business days of the participant being identified as being pregnant Second Trimester- within five (5) business days of the participant being identified as being pregnant Third Trimester- within four (4) business days of the participant being identified as being pregnant High-Risk pregnancies- within twenty-four (24) hours of identification of being high risk

Specialists	Timeframe
Emergency Medical Condition	Immediate upon referral
Urgent Medical Condition	Within twenty-four (24) hours of referral
Routine Care	Within thirty (30) days for all specialty Provider types

Primary Care Provider, Maternity, and Specialist	Office Wait Times
Walk-in	Within two (2) hours or schedule an appointment within the standards of appointment availability
Previously scheduled appointment	Within one (1) hour of appointment
Life-threatening emergency	Immediate

Contact Us! If you have any questions, please contact our Provider Services team at (844) 626-6813. You can also reach us at PHWProviderRelations@PAHealthWellness.com.

Thank you for your continued partnership. We look forward to working together to make sure our Community HealthChoices Participants in Pennsylvania have timely access to care.

Sincerely,

PA Health & Wellness

Thank you for partnering with PA Health & Wellness