

Provider Type	Emergency Appointment Timeframe	Urgent Appointment Timeframe	Non- Urgent Appointment Timeframe	Routine Appointment Timeframe	Appointment Wait Time (Office Setting)
Primary Care	Immediately	Within 24 hrs	Within 72 hrs	Medicare is primary: Within 30 days Medicaid is primary: Within 28 days	No more than 45 minutes
Specialist Care	Immediately	Within 24 hrs	Within 72 hrs	Within 3 weeks	No more than 45 minutes
OB/GYN	Immediately	Within 24 hrs	Within 72 hrs	Initial Prenatal Care <ul style="list-style-type: none"> • Positive Pregnancy: Within 3 weeks of positive pregnancy • High Risk: Within 3 days of identification of high risk • First trimester: Within 7 calendar days of the request • Second trimester: Within 2 weeks of the request • Third trimester: Within 3 calendar days of the request 	No more than 45 minutes
Behavioral Health	Potentially Suicidal Individual: Immediate Treatment Non-Life-Threatening Emergency: Within 6 Hours	Within 48 hours		Initial Visit for Routine Care: Within 10 calendar days of original request Follow-up Visit for Routine Care: Within 20 Days	No more than 45 minutes

In addition to the standards above, Behavioral Health providers are contractually required to offer:



- Follow-up Behavioral Health Medical Management within 3 months of the first appointment
- Follow-up Behavioral Health Therapy within 10 business days of the first appointment
- Next Follow-up Behavioral Health Therapy within 20 business days of the first appointment