



## Aetna® Medicare HIDE (HMO D-SNP)

### Appointment Standards and Availability Timeframes

Provider Type	Emergency Appointment Timeframe	Urgent Appointment Timeframe	Non-Urgent Appointment Timeframe	Routine Appointment Timeframe	Appointment Wait Time (Office Setting)
Primary Care	Same Day	Within 24 hrs	Within 72 hrs	Within 3 weeks	No more than 45 minutes
Specialist Care	Immediate	Within 24 hrs <b>Acute Specialty Care:</b> Within 5 business days	Within 72 hrs <b>Non-Urgent Symptomatic Care:</b> Within 7 business days	Within 3 weeks	No more than 45 minutes
OB/GYN	Immediate	Within 24 hrs <b>Acute Specialty Care:</b> Within 5 business days	Within 72 hrs <b>Non-Urgent Symptomatic Care:</b> Within 7 business days	Initial Prenatal Care <ul style="list-style-type: none"> <li>• Positive Pregnancy: within 3 weeks of positive pregnancy</li> <li>• 1<sup>st</sup> Trimester: Within 3 weeks</li> <li>• 2<sup>nd</sup> Trimester: Within 7 calendar days</li> <li>• 3<sup>rd</sup> Trimester: Within 3 calendar days</li> <li>• High Risk: Within 3 days</li> </ul>	No more than 45 minutes
Behavioral Health	Potentially suicidal individual: immediate treatment  Non-life threatening emergency: within 6 hours	No immediate danger: Within 48 hours		Initial visit within 10 business days of official request  Follow up: Within 30 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 30 business days of the first appointment