



Aetna® Medicare FIDE (HMO D-SNP)
Appointment Standards and Availability Timeframes

Provider Type	Emergency Appointment Timeframe	Urgent Appointment Timeframe	Symptomatic Acute Care (Non-Urgent) Appointment Timeframe	Routine Appointment Timeframe	Appointment Wait Time (Office Setting)
Primary Care	Immediate	Within 24 hrs	Within 72 hrs	Within 28 days	No more than 45 minutes
Specialist Care	Immediate	Within 24 hrs	Within 72 hrs	Within 28 days	No more than 45 minutes
OB/GYN	Immediate	Within 24 hrs	Within 72 hrs	Initial Prenatal Care <ul style="list-style-type: none"> Positive Pregnancy: within 3 weeks of positive pregnancy 1st and 2nd Trimester: Within 7 calendar days 3rd Trimester: Within 3 calendar days High Risk: Within 3 days 	No more than 45 minutes
Dental Care	Immediate	Within 24 hrs		Within 28 days	No more than 45 minutes
Behavioral Health	Potentially suicidal individual: immediate treatment Non-life threatening emergency: within 6 hours	Within 24 hrs		Initial visit within 10 business days of official request Follow up: Within 30 days	No more than 45 minutes

Further details on the appointment standards above:

An urgent, symptomatic visit is an encounter with a health care provider associated with the presentation of medical signs that require immediate attention but are not life-threatening.

A non-urgent, symptomatic office visit is an encounter with a health care provider associated with the presentation of medical signs, but not requiring immediate attention.

Additionally, behavioral health providers are contractually required to offer:

Provider Type	Follow-up BH Medication Mgt.	Follow-up BH Therapy	Next Follow-up BH Therapy
Behavioral Health	Within 3 months of first appointment	Within 10 business days of first appointment	Within 30 business days of first appointment

Additional details regarding appointment standards:

- Baseline Physicals for New Adult members. Within one hundred-eighty (180) calendar days of initial enrollment.
- Baseline Physicals for New Children members and Adult Clients of DDD. Within ninety (90) days of initial enrollment, or in accordance with EPSDT guidelines.
- Routine Physicals: Within four (4) weeks for routine physicals needed for school, camp, work or similar.
- Lab and Radiology services: Three (3) weeks for routine appointments; forty-eight (48) for urgent care

Our waiting time standards require that members, on average, should not wait at a PCP’s office for more than forty-five (45) minutes for an appointment for routine care, except when the Provider is unavailable due to an emergency. On rare occasions, if a PCP encounters an unanticipated urgent visit, or is treating a member with a difficult medical need, the waiting time may be expanded. The above access and appointment standards are Provider contractual requirements. Aetna Medicare FIDE (HMO D-SNP) monitors compliance with appointment and waiting time standards and works with Providers to assist them in meeting these standards.