

AETNA BETTER HEALTH® OF OHIO

Appointment standards and availability timeframes

Provider Type	Emergency Appointment Timeframe	Urgent Appointment Timeframe	Routine Appointment Timeframe	Appointment Wait Time (Office Setting)
Primary Care	Same day	Within 2 calendar days	Within 3 weeks	No more than 60 minutes
Specialist Care	Immediate	Within 2 calendar days	Within 3 weeks	No more than 60 minutes
OB/GYN	Immediate	Within 2 calendar days	Initial Prenatal Care <ul style="list-style-type: none"> • First trimester: Within 3 weeks • Second trimester: Within 7 calendar days • Third trimester: Within 3 calendar days • High risk: Within 3 calendar days • Routine care: Within 3 weeks • Postpartum care: Within 6 weeks 	No more than 60 minutes
Behavioral Health	Potentially suicidal individual: Immediate Treatment Non-life-threatening emergency: within 6 hours	Within 48 hours	Initial Visit for Routine Care: Within 7 calendar days Follow-up Visit for Routine Care: Within 30 Days	No more than 60 minutes
EPSDT (Early Periodic Screening Diagnosis and Treatment)			Within 2 weeks	No more than 60 minutes
Physical Therapy	Within 24 hours	Within 72 hours	Within 2 weeks	No more than 60 minutes
Occupational Therapy	Within 24 hours	Within 72 hours	Within 2 weeks	No more than 60 minutes
Sports Medicine	Within 24 hours	Within 72 hours	Within 2 weeks	No more than 60 minutes
Audiology			Within 2 weeks	No more than 60 minutes