



Healthy Blue

Review appointment availability and after-hours access standards

Kansas | Healthy Blue | Medicaid

To ensure patients receive care in a timely manner, primary care providers (PCPs), specialty providers, and behavioral health providers must maintain appointment availability and PCP after-hours access standards. Review the appointment availability and after-hours access standards below and ensure your practice processes meet these requirements for all applicable members.

Healthy Blue is committed to arranging timely access to care for our members. Our ability to provide quality access depends on the accessibility of network care providers. We evaluated regulatory and accreditation standards from the Kansas Department of Health and Environment and the National Committee for Quality Assurance (NCQA) and adopted the most stringent standards from these organizations. These standards apply to all Medicaid members (unless otherwise specified), and care providers are required to adhere to these standards.

Care provider type	Covered services	Access standards
[All care providers]	Emergency care	Immediate; available 24 hours a day, 7 days a week
PCPs	Urgent care	Shall not exceed 48 hours of request for services
	Routine care	Shall not exceed three weeks from the day of the request
	Adult physical; Early and Periodic Screening, Diagnostic, and Treatment (EPSDT); well-child	Shall not exceed three weeks from the day of the request
Specialists	Urgent care	Shall not exceed 48 hours of request for services
	Routine care	Shall not exceed three weeks from the day of the request
Behavioral health (BH)	Urgent BH	Assessed within 72 hours of a request for service
	Routine BH	Assessed within 10 business days of the date the services are requested
Substance use disorder (SUD)	Urgent SUD	Assessed within 24 hours of request for services; services shall be delivered within 24 hours of the assessment

Care provider type	Covered services	Access standards
	Routine SUD	Assessed within two weeks from day of the request
	Pregnant SUD and people who inject drugs (PWID)	Services provided within 24 hours of assessment or 48 hours of initial contact, to include prenatal care
	PWID	Assessment and shall be admitted for treatment no later than two weeks after the request for assessment
Obstetrician (OB)	First trimester	Within three weeks from the day of the request
	Second trimester	Within two weeks of the day of the request
	Third trimester	Within one week from the day of the request
	High risk	Please report the average time for an appointment (no specific standard).
Pediatric dental (PD)	Routine care	Shall not exceed three weeks from the day of the request
All care providers	After-hours referrals	24 hours a day, 7 days a week]

Contact us

Availity Chat with Payer is available during normal business hours. Get answers to your questions about eligibility, benefits, authorizations, claims status, and more. To access Availity Essentials, go to <https://Availity.com> and select the appropriate payer space tile from the drop-down. Then, select **Chat with Payer** and complete the pre-chat form to start your chat.

For additional support, visit the *Contact Us* section of our provider website for the appropriate contact.