

# Provider Access and Availability Standards

## Primary Care Practitioners (PCP) Standards

Healthcare physicians identified as a PCP may include, but are not limited to:

- General Practice
- Family Practice
- Internal Medicine
- Pediatric Medicine
- Obstetrics and Gynecology Practitioners

Measure	Standard	Goal	Measurement
Distance to PCP	1 PCP/30 miles Urban 1 PCP/60 miles Rural	95%	GeoAccess maps or an equivalent

## Specialty Care Practitioners (SCP) Standards

Healthcare practitioner specialties include any MD, DO or other practitioner that is not listed as a PCP.

Measure	Standard	Goal	Measurement
Distance to SCP	1 SCP/30 miles Urban 1 SCP/60 miles Rural	95%	GeoAccess maps or an equivalent

## Providers/Facilities Standards

Provider types measured by these standards include, but are not limited to:

- Hospitals with full emergency facilities
- Skilled Nursing Facilities
- Home Health Agencies
- Ambulatory Clinics
- Providers of End Stage Renal Disease Services
- Outpatient Laboratory and Diagnostic Services

Measure	Standard	Goal	Measurement
Distance to Providers/ Facilities	1 provider/30 miles Urban 1 provider /60 miles Rural	95%	GeoAccess maps or an equivalent

## Appointment Availability Standards for PCPs

Category	Standard	Goal	Measurement
<b>Preventive</b>	Within 30 days	95%	<ul style="list-style-type: none"> <li>• Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey questions</li> <li>• Analysis of complaints</li> <li>• Provider Survey</li> </ul>
<b>Non-urgent</b>	Within 5 days	95%	<ul style="list-style-type: none"> <li>• Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey questions</li> <li>• Analysis of complaints</li> <li>• Provider Survey</li> </ul>
<b>Urgent</b>	Within 24 hours	95%	<ul style="list-style-type: none"> <li>• Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey questions</li> <li>• Analysis of complaints</li> <li>• Provider Survey</li> </ul>
<b>Emergent</b>	Immediate	100%	<ul style="list-style-type: none"> <li>• Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey questions</li> <li>• Analysis of complaints</li> <li>• Provider Survey</li> </ul>
<b>After-hours access</b>	24 hours, 7 days a week via telephone response	100%	<ul style="list-style-type: none"> <li>• Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey questions</li> <li>• Analysis of complaints</li> <li>• Provider Survey</li> <li>• Telephonic audit of after-hours messaging</li> </ul>