

# NewYork-Presbyterian Community Health Plan

## PROVIDER ALERT -- November 2006-01

### Reminder Please Post in Your Office Reminder

This provider alert is to review the **24-hour Access** and **Appointment Availability** policies and your obligations as a provider of the NewYork –Presbyterian Community Health Plan (NYPCHP). As per a NYSDOH mandate, the Plan, NYSDOH and IPRO all conduct on going random telephone surveys to ensure that the highest quality of care is provided to members.

#### 24 Hour Access

As a primary care physician, you are required to provide 24-hour live-voice telephone coverage to your patients. Primary care or their covering physicians agree to return all telephone calls within 30 minutes. If you do not have 24-hour live-voice telephone coverage, your contract must be terminated. Directing a patient to the emergency room, especially by an answering machine, in a non-emergent situation is unwarranted.

#### Appointment Availability

As a provider with NYPCHP, you are obligated to provide appropriate access to care during office hours to NYPCHP members. When issuing appointments to Plan members the NYPCHP and State standards must be considered. The acceptable criteria for appointment availability is as follows:

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|---|---|--|
| • | urgent medical or behavioral problems   | Within 24 hours                                |
| • | non-urgent “sick visits”  | Within 48-72 hours,<br>as clinically indicated |
| • | routine non-urgent or preventative care visits  | Within 4 weeks                                 |
| • | adult baseline and routine physicals  | Within 12 weeks                                |
| • | child baseline and routine physicals  | Within 6 weeks                                 |
| • | initial prenatal visits during first trimester  | Within 3 weeks                                 |
| • | initial prenatal visits during second trimester   | Within 2 weeks                                 |
| • | initial prenatal visits during third trimester  | Within 1 week                                  |
| • | initial visit for newborns to their PCP   | Within 2 weeks of hospital discharge           |
| • | initial family planning visits  | Within 2 weeks                                 |
| • | mental health or substance abuse follow-up visits<br>(pursuant to an emergency or hospital discharge) | Within 5 days, or<br>as clinically indicated   |
| • | Non-urgent mental health or substance abuse visits  | Within 2 weeks                                 |

If you have any questions, please feel free to contact the Provider Relations Department at (212) 297-5510