

March 2020

## Appointment availability and after-hours access requirements for Florida Healthy Kids

To ensure Simply Healthcare Plans, Inc. (Simply) members enrolled in Florida Healthy Kids receive care in a timely manner, the state of Florida and the National Committee for Quality Assurance (NCQA) require PCPs, specialty providers and behavioral health providers to maintain the following appointment availability and after-hours access requirements:

Appointment type	Appointment standard
Emergent or emergency visits	Immediately upon presentation
Urgent, nonemergency visits	Within 24 hours
Routine sick visits	Within seven business days
Routine and well-care visits	Within four weeks
Behavioral health (per NCQA requirements)	<ul style="list-style-type: none"> <li>• For nonlife-threatening emergencies: within six hours</li> <li>• For urgent care: within 24 hours</li> <li>• For initial, routine care visits: within 10 business days</li> <li>• For follow-up, routine care visits: within 30 days</li> </ul>

*Note: Waiting time should not exceed 45 minutes for a scheduled, routine appointment.*

### After-hours access requirements

To ensure 24-hour coverage, PCPs **must** maintain one of these arrangements:

- Use an answering service that can contact the PCP or another designated Simply medical practitioner to answer the office telephone. All calls answered by an answering service must be returned within 30 minutes.
- Simply must provide the state with the percentage of PCPs who offer after-hours access.
- Use a recording in the language of each of the major population groups served by the PCP to answer the office telephone after normal business hours. The recording must direct members to call another number to reach the PCP or another provider designated by the PCP. Someone must be available to answer the designated provider’s telephone; another recording is not acceptable.
- Arrange for the office telephone to be transferred after office hours to another location where someone will answer and be able to contact the PCP or a designated Simply medical practitioner who can return the call within 30 minutes.

The following procedures are **not** acceptable for the office telephone:

- Only answering during office hours
- Answering after hours only using a recording that tells members to leave a message
- Answering after hours with a recording that directs members to go to an ER for any services needed
- Returning after-hours calls outside of 30 minutes

### What if I need assistance?

If you have questions, contact your local Provider Relations representative or call Provider Services at **1-844-405-4296**.

<https://provider.simplyhealthcareplans.com/florida-provider>