

Appointment Accessibility Standards

Louisiana Healthcare Connections follows the accessibility requirements set forth by applicable regulatory and accrediting agencies. We also monitor compliance with those standards on an annual basis and use the results of appointment standards monitoring to ensure adequate appointment availability and to reduce non-urgent emergency room (ER) utilization.

PRIMARY CARE PROVIDERS

TYPE OF APPOINTMENT	SCHEDULING TIME FRAME
Routine, non-urgent, preventative care	Within six weeks
Non-urgent sick care <i>(including walk-in patients)</i>	Within 72 hours or sooner if medical condition(s) deteriorates into an urgent or emergency condition
Urgent Care <i>(including walk-in patients)</i>	Within 24 hours
Emergent or emergency visits	Immediately upon presentation
Follow-up to ER visit	In accordance with the ER-attending provider discharge instructions

OB/GYN PROVIDERS

TYPE OF APPOINTMENT	SCHEDULING TIME FRAME
Initial prenatal visit for newly enrolled pregnant women within their first trimester	Within 14 days of the postmark date from the member's enrollment material
Initial prenatal visit for newly enrolled pregnant women within the second trimester	Within seven days of the postmark date from the member's enrollment material
Initial prenatal visits for newly enrolled pregnant women within the third trimester	Within three days of postmark date from the member's enrollment material
High-risk pregnancy	Within three days of identification of high risk by Louisiana Healthcare Connections, a maternity care provider or immediately if an emergency exists

SPECIALTY CARE PROVIDERS

TYPE OF APPOINTMENT	SCHEDULING TIME FRAME
Specialty care consultation	Within one month of referral or as clinically indicated
Lab and X-ray services	Not to exceed three weeks for usual and customary and 48 hours for urgent care or as clinically indicated

BEHAVIORAL HEALTH CARE PROVIDERS

TYPE OF APPOINTMENT	SCHEDULING TIME FRAME
Emergent, crisis or emergency	Within one hour of request. Emergency services must be available at all times
Urgent care (may be directed by PCP or medicaid plan)	Available 24 hours per day, seven days per week. Appointments shall be arranged within 48 hours of request
Non-urgent, routine	Appointments shall be arranged within 10 days of request
Follow-up to ER visit	In accordance with ER-attending-provider discharge instructions

ALL PROVIDERS

TYPE OF UTILIZATION/INTERACTION	REQUIRED TIME FRAME
In-office waiting time for a scheduled appointment	Not to exceed 45 minutes If a provider is delayed, patients shall be notified immediately. If the wait is anticipated to be more than 90 minutes, patient shall be offered a new appointment time.
Direct telephone access to qualified clinical staff	24/7



1-866-595-8133 (Hearing Loss: 711)
Monday–Friday, 7 a.m. to 7 p.m.

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