# Astrana Health

# ACCESS TO CARE STANDARDS

| Access Criterion | Astrana Health Standard |
|---|---|
| **Primary Care Provider (PCP) Accessibility Standards:** | |
| Routine Primary Care Appointment (Non-Urgent) | Within 10 business days of request |
| Urgent Care Appointment | Within 48 hours of request |
| Emergency Care | Immediate, 24 hours a day, 7 days per week |
| Preventive Care | Within 10 business days of request- 30 calendar days for Medicare |
| First Prenatal Visit | Within 10 business days of request |
| Post Stabilization Services | 30 mins (DHCS = 30 Minutes) (CMS = 1 hour) |
| **Specialty Care Provider (PCP) Accessibility Standards:** | |
| Routine Specialty Care Appointment (Non-Urgent) | Within 15 business days of request |
| Urgent Care Appointment | Within 96 hours of request |
| **Ancillary Care Accessibility Standards:** | |
| Routine Ancillary Care Appointment (Non-Urgent) | Within 15 business days of request |
| **Behavioral Care Accessibility Standards:** | |
| Routine Behavioral Care Appointment (Non-Urgent) | Within 15 business days of request (Physicians) <br> Within 10 business days of request (Non-Physicians) |
| Urgent Care Appointment | Within 48 hours of request |
| Life Threatening Emergency | Immediately |
| Non-Life Threatening Emergency | Within 6 hours of request |
| Emergency Care | Immediate, 24 hours a day, 7 days per week |
| **After-Hours Care Standards:** | |
| After-Hours Care | • Automated systems must provide emergency 911 instructions <br> • Automated system or live party (office or professional exchange service) answering the phone must offer a reasonable process to connect the caller to the PCP or covering physician <br> • Offer a call-back from the PCP, covering physician, or triage/screening clinician within 30 minutes |
| **Physician Telephone Responsiveness:** | |
| In-Office Waiting Room Time | Within 30 minutes |
| Speed of Telephone Answer | Within 30 seconds |
| Missed Appointments | Within 48 hours to reschedule |

For further details on Access to Care, please consult your provider manual or reach out to the Astrana Health Provider Relations Department.