

Access to Care Standards



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AmeriHealth VIP Care Plus endorses and promotes comprehensive and consistent access standards for members to assure member accessibility to health care services.

AmeriHealth VIP Care Plus has established mechanisms for measuring compliance with existing standards and identifies opportunities for the implementation of interventions for improving accessibility to health care services for members.



Appointment Scheduling Standards

Provider Type	Appointment Type	Availability Standard
Primary Care Physician (PCP)	Emergency Care	Twenty-four (24) hours per day, seven (7) days per week
	After-hours Care	Twenty-four (24) hours per day, seven (7) days per week
	Urgent, Acute Care	Within twenty-four (24) hours
	Routine Primary Care (Non-Urgent, Symptomatic)	Within ten (10) calendar days
	Preventive Care (Non-Symptomatic)	Within (30) calendar days
	Medical Follow-Up to Inpatient Care	Within seven (7) calendar days of discharge
High-Volume Specialists (Cardiologist, Oncologist, Ophthalmologists, Orthopedic Surgeons, General Surgeons, Gastroenterologists, Pulmonologists, Otolaryngologists and Specialists in Physical Medicine and Rehabilitation)	Routine	Within thirty (30) calendar days



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