



## PROVIDER APPOINTMENT AVAILABILITY STANDARDS

StayWell Insurance has appointment availability standards for primary care providers (PCPs) and specialists. The requirements apply to routine, urgent, and after-hours care. These standards will help ensure you receive timely access to care.

Medical Care Appointment Type	Standard
Emergencies	Immediate
Urgent Care	24 hours
Routine Symptomatic Cases	Within 1 week or 5 business days
Routine Non-Symptomatic Cases	As soon as possible but no longer than 30 days
After-Hours	24 hours/7 days a week
Behavioral Health Appointment Type	Standard
Routine Care	Within 10 business days
Urgent Care	Within 48 hours
Non-Life-Threatening Emergency Care	Within 6 hours
Life-Threatening Emergency Care	24 hours/7 days a week