

ACCESS TO SERVICE STANDARDS

Denver Health Medical Plan has established the following access to service standards for emergency, urgent care, primary care, specialty, and behavioral health. If a specialty appointment is not available in-network within the timeframe, the member is given the option to see an out-of-network specialist or behavioral health practitioner. Members may also access the Nurse Line 24 hours a day, 7 days a week for health advice and immediate access to the provider on-call system.

ACCESS TO SERVICE STANDARDS	TIME FRAME
Emergency Care – Medical, Behavioral, Substance Abuse	24 hours a day, 7 days a week
Urgent Care – Medical, Behavioral, Substance Abuse	Within 24 hours
Primary Care – Routine, Non-Urgent Symptoms	Within 7 calendar days
Behavioral Health, Mental Health and Substance Abuse – Routine, Non-Urgent, Non-Emergency	Within 7 calendar days
Prenatal Care	Within 7 calendar days
Primary Care Access to After-Hours Care	Office number answered 24 hrs./7 days a week by answering service or instructions on how to reach a physician
Preventive Visit / Well Visits	Within 30 calendar days
Specialty Care – Non-urgent	Within 30 calendar days