

ACCESS & AVAILABILITY

STANDARDS FOR PCPs (So on your C) & So Bas



Please keep in mind the following access standards for each level of care:

Primary Care Providers (PCPs)

Emergency needs	Immediately upon presentation
Urgent care*	Not to exceed 48 hours
Regular and routine care	Not to exceed 6 weeks

For Primary Care Providers (PCPs) only: Provide 24-hour availability to your CareSource patients by telephone. Whether through an answering machine or a taped message used after hours, patients should be given the means to contact their PCP or a back-up provider to be triaged for care. It is not acceptable to use a phone message that does not provide access to you or your back-up provider, and only recommends emergency room use for after hours.

