



Aetna Better Health[®]
of Kentucky



TIP Tuesday



Holiday Check Run Information

There will only be one minor change to check run for July 4th week. All check runs will run per regular schedule; we will make an adjustment to the July 3rd check run PAID DATE.

- Monday July 1st – Normal check run/Normal paid date
- **Wednesday July 3rd – Normal check run/ Paid date Friday, July 5th**
- Friday July 5th – Normal check run/Normal paid date.

Access and Availability Standards for Providers

The following access and availability standards must be provided by all our participating providers:

PCP

Routine Care	Within 30 Days
Urgent Care	Within 48 Hours
Non-Urgent	Within 72 Hours
Return After-Hours Calls	Within 30 Minutes
Emergency Care	Same Day
After-Hours Care (answering service; on-call MDs)	24 hours a day; 7 days a week

Pediatrics

Urgent Care	Within 48 Hours
Sick Care	Within 30 Days
Return After-Hours Calls	Within 30 Minutes
Emergency Care	Same Day
After-Hours Care (answering service; on-call MDs)	24 hours a day; 7 days a week

Specialist

Routine Care	Within 30 Days
Urgent Care	Within 48 Hours
Return After-Hours Calls	Within 30 Minutes
Emergency Care	Same Day
After-Hours Care (answering service; on-call MDs)	24 hours a day; 7 days a week

Oncology

Next Available Appointment	Within 30 Days
Urgent Care	Within 48 Hours
Return After-Hours Calls	Within 30 Minutes
Emergency Care	Same Day
After-Hours Care (answering service; on-call MDs)	24 hours a day; 7 days a week

OBGYN

Routine or Next Available Appointment	Within 30 Days
Urgent Care	Within 48 Hours
Initial Prenatal Visit for Pregnant Women in First Trimester	Within 14 Days
Initial Prenatal Visit for Pregnant Women in Second Trimester	Within 7 Days
Initial Prenatal Visit for Pregnant Women in Third Trimester	Within 3 Days
Initial Prenatal Visit for Pregnant Women with High-Risk Pregnancies	Within 3 Days
After-Hours Care (answering service; on-call MDs)	24 hours a day; 7 days a week

Behavioral Health

Urgent Care	Within 48 Hours
Non-Life-Threatening Psychiatric Emergency	Within 6 Hours
Inpatient Follow-Up	Within 7 Days
Initial Routine Care	Within 10 Business Days
Routine Care Follow-Up	Within 30 Days
Missed Inpatient Appointment Follow-Up	Within 24 Hours
After-Hours Care (answering service; on-call MDs)	24 hours a day; 7 days a week

ALL

Urgent Care	Within 48 Hours
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General Dentist Services

Regular Care	Within 3 Weeks
Urgent Care	Within 48 Hours

General Vision, Lab and X-ray Services

Regular Care	Within 30 Days
Urgent Care	Within 48 Hours

*Does not apply to Emergency Room wait times

Twenty-Four (24) Hour Access to Care

Providers are required to ensure access to care is provided 24 hours a day, 7 days a week. Providers are required to arrange and maintain after-hours on-call coverage with participating providers. This involvement ensures the overall quality and continuity of care for the members.

Network Relations randomly selects and surveys providers after their normal business hours to monitor compliance. Providers who do not meet the criteria for after-hours access will be contacted by Network Relations. Continued non-compliance will result in formal corrective action.

Management of After-Hours Access to Services

- Provider after-hours on-call services: As stated above, providers are required to provide and maintain after-hours on-call coverage with participating providers 24 hours a day, 7 days a week. Calls must be returned to a member within a maximum of thirty (30) minutes.

- Aetna Better Health 24-hour nurse line: 1-855-620-3924**

The Aetna Better Health 24-hour nurse line is available to all members to assist with questions regarding medical concerns. The 24-hour nurse line will assist members in obtaining emergency services.



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