

**Aetna® Medicare Better Health (HMO D-SNP) &  
Aetna® Medicare Assure Value (HMO D-SNP)**  
**Appointment Standards and Availability Timeframes**



Provider Type	Emergency Appointment Timeframe	Urgent Appointment Timeframe	Routine Appointment Timeframe	Appointment Wait Time (Office Setting)
Primary Care	Same Day	Within 2 calendar days	Within 3 weeks	No more than 45 minutes
Specialist Care	Immediate	Within 2 calendar days	Within 3 weeks	No more than 45 minutes
OB/GYN	Immediate	Within 2 calendar days	Initial Prenatal Care <ul style="list-style-type: none"> <li>• 1<sup>st</sup> Trimester: Within 3 weeks</li> <li>• 2<sup>nd</sup> Trimester: Within 7 calendar days</li> <li>• 3<sup>rd</sup> Trimester: Within 3 calendar days</li> <li>• High Risk: Within 3 days</li> <li>• Routine Care: Within 3 weeks</li> <li>• Postpartum Care: Within 6 weeks</li> </ul>	No more than 45 minutes
Behavioral Health	Potentially suicidal individual: immediate treatment  Non-life threatening emergency: within 6 hours	Within 48 hours	Initial visit within 10 business days of official request	No more than 45 minutes

In addition to the standards above, Behavioral Health providers are contractually required to offer:

- Follow-up Behavioral Health Medical Management within 3 months of the first appointment
- Follow-up Behavioral Health Therapy within 10 business days of the first appointment
- Next Follow-up Behavioral Health Therapy within 30 business days of the first appointment