

Update regarding appointment availability standards

Summary of change: In order to provide our members with needed care after an inpatient stay or follow-up after an ER visit, we have updated our appointment availability standards to include specific required time frames for appointments after a hospital discharge or ER visit.

New appointment availability standard

Members who have been discharged from an inpatient facility or were seen in the ER (for conditions other than behavioral health) will need to have an appointment scheduled within 14 calendar days. The requirement for an appointment after a behavioral health discharge will remain at the current standard of seven calendar days.

Standard name	Amerigroup
Emergency Services	Immediately upon member presentation at the service delivery site
Urgent Care	Within 24 hours
Post Emergency Room or Hospital Discharge (Non-Behavioral Health)	Within 14 days of discharge
Routine Primary Care	Within 14 days
Routine Specialty Care	Within three weeks
Preventive Health: Adult	Within 90 days
Preventive Health: Child (New Member, STAR, STAR Kids and STAR+PLUS)	For new members from birth through age 20, overdue or upcoming well-child checkups (including Texas Health Steps) should be offered as soon as practicable and within 90 days of enrollment.
Preventive Health: Child — less than 6 months old	Within 14 days
Preventive Health — age 6 months through 20 years	Within 60 days
Prenatal Care — initial visit	Within 14 days
Prenatal Care — High Risk or 3rd trimester — initial visit	Within five days of request or immediately if an emergency exists
Prenatal care — after initial visit	Based on the provider’s treatment plan
Behavioral health	
Behavioral Health — Nonlife-threatening Emergency	Within six hours (NCQA)
Behavioral Health — Urgent Care	Within 24 hours
Post Hospital Discharge (Behavioral Health)	Within seven days of discharge (For missed appointments, provider must contact member within 24 hours to reschedule appointment.)
Behavioral Health: routine care — initial visit	The earlier of 10 business days or 14 calendar days
Behavioral Health: follow-up routine care	Within three weeks
After-hours access	

The information in this update may be an update or change to your provider manual. Find the most current manual at <https://providers.amerigroup.com/TX>.

Amerigroup members in the Medicaid Rural Service Area and the STAR Kids program are served by Amerigroup Insurance Company; all other Amerigroup members in Texas are served by Amerigroup Texas, Inc.

Standard name	Amerigroup
After-Hours Care	<p>For PCPs — Practitioners are accessible 24 hours a day, 7 days a week directly or through an answering service:</p> <ul style="list-style-type: none"> • Answering service or recording assistance is in English and Spanish. • Member will reach on-call physician or medical staff within 30 minutes.

Why is this change necessary?

Patients discharged from the hospital or ER need to have timely follow-up care. This will be the required standard for both established patients and new patients recently added to your panel.

What is the impact of this change?

Your office/scheduling staff will need to be educated about this change. A suggestion to help your office is to have specific time slots set up for recently discharged patients. Similar to those for sick visits, this will assist in easier scheduling.

What if I need assistance?

If you have questions about this communication, received it in error or need assistance with any other item, contact your local Provider Relations representative or call Provider Services toll free at 1-800-454-3730.