

Appointment scheduling standards

Amerigroup Community Care, Georgia Families,
and Georgia Families 360[°] SM

Appointment standards

Georgia Families and Georgia Families 360°SM

Provider type	Waiting time
PCPs (routine visits)	Not to exceed 14 calendar days
PCP (adult sick visit)	Not to exceed 24 clock hours
PCP (pediatric sick visit)	Not to exceed 24 clock hours
Maternity care	First trimester – Not to exceed 14 calendar days Second trimester – not to exceed seven calendar days Third trimester – not to exceed three business days
Specialists	Not to exceed 30 calendar days
Therapy: physical therapists, occupational therapists, speech therapists, aquatic therapists	Not to exceed 30 calendar days
Vision providers	Not to exceed 30 calendar days



Appointment standards

Georgia Families and Georgia Families 360°SM

Provider type	Waiting time
Dental providers (routine visits)	Not to exceed 21 calendar days
Dental providers (urgent care)	Not to exceed 48 clock hours
Elective hospitalizations	30 calendar days
Mental health providers	14 calendar days
Urgent care providers	Not to exceed 24 clock hours
Emergency providers	Immediately (24 clock hours a day, seven days a week) and without prior authorization



Appointment standards

Georgia Families and Georgia Families 360°SM

Provider type	Waiting time
Urgent care providers	Not to exceed 24 clock hours
Emergency providers	Immediately (24 clock hours a day, seven days a week) and without prior authorization

Appointment type	Waiting time
Scheduled appointments	Waiting times shall not exceed 60 minutes. After 30 minutes, patient must be given an update on waiting time with an option of waiting or rescheduling appointment.
Work-in or walk-in appointments	Waiting times shall not exceed 90 minutes. After 45 minutes, patient must be given an update on waiting time with an option of waiting or rescheduling appointment.



PCP after-hours returned calls

Georgia Families and Georgia Families 360°SM

Call type	Response time
Urgent calls	Shall not exceed 20 minutes
Other calls	Shall not exceed one hour



Georgia Families 360°_{SM} initial screenings

- Physical health screening:
 - **Within 10 days** of placement
- Dental health screening:
 - **Within 10 days** of placement
- Mental health:
 - All children **four years of age and older** shall receive a mental health screening conducted by a licensed mental health professional and completed **within 30 days** of placement.
- All children **under four years of age** shall receive a developmental assessment conducted by a licensed professional and completed **within 30 days** of placement.





<https://provider.amerigroup.com/GA>