

# Access and availability – Know the difference!



**Access:** the ability to receive services in terms of proximity and convenience



**Availability:** the extent a service is received within a reasonable waiting time

To ensure members enrolled in Medicaid and Florida Healthy Kids receive care in a timely manner, the state of Florida and the National Committee for Quality Assurance (NCQA) require primary care physicians (PCPs), specialty providers, and behavioral health providers to maintain the following access and availability requirements:

## Statewide Medicaid Managed Care Managed Medical Assistance

Appointment type	Appointment standard
Urgent medical care services	<ul style="list-style-type: none"> <li>• Within 48 hours for services that do not require prior authorization</li> <li>• Within 96 hours for services that do require prior authorization</li> </ul>
Nonurgent medical care services	<ul style="list-style-type: none"> <li>• Within 30 days of a request for a primary care appointment</li> <li>• Within 60 days of a request for a pediatric specialist appointment after the appropriate referral is received</li> </ul>

## Florida Healthy Kids

Appointment type	Appointment standard
Emergent or emergency visits	Immediately upon presentation
Urgent, nonemergency visits	Within 24 hours
Routine sick visits	Within seven business days
Routine and well-care visits	Within four weeks

**The following procedures are not acceptable for the office telephone:**

- Only answering during office hours
- Answering after hours only using a recording that tells members to leave a message
- Answering after hours with a recording that directs members to go to an ER for any services needed
- Returning after-hours calls outside of 30 minutes

We also invite you to become an early adopter to help test Health OS and provide feedback to inform the evolution of the new platform. If you have questions about Health OS, or are interested in becoming an early adopter, please contact your Simply Healthcare Plans, Inc. (Simply) or Clear Health Alliance (CHA) market representative or email [Help@healthos.info](mailto:Help@healthos.info).

Thank you for being part of the Simply and CHA network and for everything you do to serve our members.



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<https://provider.simplyhealthcareplans.com> | <https://provider.clearhealthalliance.com>

Simply Healthcare Plans, Inc. is a Managed Care Plan with a Florida Medicaid contract. Simply Healthcare Plans, Inc. dba Clear Health Alliance is a Managed Care Plan with a Florida Medicaid contract. Simply Healthcare Plans, Inc. is a Managed Care Plan with a Florida Healthy Kids contract.

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