



Access to Care Standards

Northeast Health Partners (NHP) ensures that our network is able to meet all members' needs for access to care to serve physical and behavioral health care needs, care coordination needs, and allow members' freedom of choice of providers. This standard of care is available for all members, regardless of eligibility criteria.

Primary Care Medical Providers (PCMPs) are required to serve Health First Colorado (Colorado's Medicaid Program) members as their nearby medical home.

Behavioral Health Providers are required to provide services to members on a timely basis.

All Providers aim to meet high access-to-care standards such as:

- ✓ **Provide reasonable hours of operation**, including 24-hour availability of information, referral, and treatment for emergency medical conditions.
- ✓ **24/7 phone coverage** with access to a clinician that can triage Member's health need.
- ✓ **Appointment availability** on weekends and extended weekday hours
- ✓ **Short waiting times** in the reception area.



All Providers also aim to serve members on a timely basis, as follows:

- ✓ **Urgent Care** – within twenty-four (24) hours after the initial identification of need.
- ✓ **Outpatient follow-up appointments** – within seven (7) days after discharge from a hospitalization.
- ✓ **Non-urgent Symptomatic Care Visit** – within seven (7) days after the request.
- ✓ **Well Care Visit** – within one (1) month after the request; unless an appointment is required sooner to ensure the provision of screenings in accordance with Department's accepted Bright Futures schedule.
- ✓ **Emergency Behavioral Health Care** – by phone within fifteen (15) minutes after the initial contact, including TTY accessibility; in person within one (1) hour of contact in Urban and suburban areas, in person within two (2) hours after contact in Rural and Frontier areas.
- ✓ **Non-urgent, Symptomatic Behavioral Health Services** – within seven (7) days after a member's request.

Administrative intake appointments or group intake processes will not be considered as a treatment appointment for non-urgent symptomatic care.

NHP will not place members on wait lists for initial routine service requests.