



Access Standards

Quartz has established standards for appointment access availability for members.

All participating practitioners and providers are expected to comply with the standards described below

SERVICE	ACCESS STANDARD*
Primary Care (includes OB-GYN)	Within two weeks of date of call for appointment
Specialist	Within four weeks of date of call for appointment
Primary Care and Specialist for Minnesota providers	Must have regularly scheduled appointment during normal business hours
Behavioral Health – routine	<ul style="list-style-type: none">▪ Within 10 working days of call for appointment;▪ A member has telephone access to screenings and triage, as applicable;▪ Members must reach a non-recorded voice within 30 seconds; and▪ Abandonment rates do not exceed 5 percent at any given time.
Urgent care	48 hours
Life threatening emergency	Immediate

**All standards are based on calendar days.*

Quartz shall ensure that members have reasonable access to the care and services they require.

All providers are required to –

1. Follow appointment wait time standards –

- Wait times for scheduled appointments should not be twenty (20) minutes beyond scheduled appointment time.
- When care is unavoidably delayed, members must be notified of the delay and given the opportunity to reschedule their appointment. Attempts will be made to reschedule the appointment as medically appropriate and as close to the original date as possible.

2. Provide services 24 hours per day, 7 days per week.

- All providers should have an appropriate after-hours phone message available for patients calling in after normal business hours. We recommend provider's answering machines include their name and office hours and the name and phone number of a hospital or emergency services provider where a member can obtain after-hour care or emergency care.

3. Provide accessibility for handicapped members as defined by the Americans with Disabilities Act (ADA), the Civil Rights Act and any state or federal requirements to meet special and cultural needs.
4. Ensure that interpreter services are available for members with language and hearing impairments.
5. In rural areas, determination will be based on normal travel patterns.
6. Department of Health Services standards are followed for BadgerCare Plus.
7. Establish geographic access standards as follows (Minnesota providers are evaluated based on miles only):

Type of Care	General	Minnesota only	Illinois Urban only	Illinois Rural Only
Primary Care Providers	Thirty minutes or 30 miles	30 miles	Thirty minutes or 30 miles to primary care and general hospitals	Sixty minutes or 60 miles to primary care and general hospitals
Specialty Care Providers	Sixty minutes or 60 miles	60 miles	Forty-five minutes	Seventy-five minutes or 100 miles
Behavioral Health Providers	Sixty minutes or 60 miles	30 miles		
Institutional Health Care	Sixty minutes or 60 miles	30 miles		Sixty minutes or 60 miles to specialty institutional health care