

Access Standards

Quartz has established standards for appointment access availability for members. All in-network providers are expected to comply with the standards to ensure Quartz members have reasonable access to the care and services they require.

| SERVICE | ACCESS STANDARD* |
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| 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 Specialty for Minnesota Providers | Must have regularly scheduled appointments 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% at any given time. |
| Urgent Care | 48 hours |
| Life-threatening emergency | Immediate |

*All standards are based on calendar days.

All providers are required to:

1. Follow appointment wait time standards.
 - Wait times for care at facilities and scheduled appointments should not be 20 minutes beyond the scheduled appointment time.
 - When care is unavoidably delayed, members must be notified of the delay and allowed 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 a provider's telephone greeting includes their name and office hours, plus the name and phone number of a hospital or emergency services provider where a member can obtain after-hours care or emergency care.
3. Provide accessibility for individuals with disabilities 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 hearing impairments or who speak a different language than the provider.
5. In rural areas, determinations will be based on normal travel patterns.

- 6. Follow Department of Health Services standards for BadgerCare Plus.
 - a. Provider’s hours of operation do not discriminate against BadgerCare Plus members.
- 7. Follow State of Wisconsin Department of Employee Trust Funds (ETF) standards for ETF products.
- 8. Establish geographic access standards as follows:

| Type of Care | General | Minnesota Only | Illinois Urban Only | Illinois Rural Only |
|-----------------------------|------------------------|------------------------|--|---|
| Primary Care Providers | 60 minutes or 30 miles | | 30 minutes or 30 miles to primary care and general hospitals | 60 minutes or 60 miles to primary care and general hospitals |
| Specialty Care Providers | 60 minutes or 60 miles | | 45 minutes | 75 minutes or 100 miles |
| Behavioral Health Providers | 60 minutes or 60 miles | 30 minutes or 30 miles | | |
| Institutional Health Care | 60 minutes or 60 miles | 30 minutes or 30 miles | | 60 minutes or 60 miles to specialty institutional health care |