

## Appendix A: Accessibility of Services Standards

### New Mexico Accessibility Standards

Commercial, ASO, PIC and Medicare Products

Access/Appointment Type	Appointment Availability *	Goal	Exception
<b>Regular Care:</b> (Symptomatic, non-emergency care) <ul style="list-style-type: none"> <li>▪ PCP</li> <li>▪ Specialist</li> </ul>	7 days or less (see Note) 7 days or less (see Note)	85%	Unless the member requests a later time.
<b>Routine Care:</b> (Asymptomatic, preventive care) <ul style="list-style-type: none"> <li>▪ PCP</li> <li>▪ Specialist</li> <li>▪ Physical examinations</li> </ul>	Within 14 days Within 21 days 30 days or less	85%	Unless the member requests a later time.
<b>Medical Care:</b> <ul style="list-style-type: none"> <li>▪ Emergency Care</li> <li>▪ Urgent Care</li> <li>▪ After Hours Care (Primary Care)</li> </ul>	Immediately Within 48 hours Member access to live voice, answering service, or recording with instructions on how to access care (including emergency care) after regular office hours	100%	Unless the member requests a later time.
<b>Behavioral Health:</b> <ul style="list-style-type: none"> <li>▪ Outpatient referral</li> <li>▪ Urgent Care</li> <li>▪ Non-life threatening emergency</li> <li>▪ Routine Care/Non-urgent Care</li> <li>▪ After hours care</li> </ul>	Within 21 days Within 48 hours Within 6 hours Within 10 business days Return calls within 30 minutes	100%	Unless the member requests a later time.
<b>In Office Wait Time*</b> <ul style="list-style-type: none"> <li>▪ Routine Care: Physical Health</li> <li>▪ Routine Care: Behavioral Health</li> </ul>	Within 30 minutes of scheduled appointment time	85%	Dependent upon the medical exigencies of the case.
<b>Behavioral Health Telephone Access Standards</b> <ul style="list-style-type: none"> <li>▪ Screening and triage calls answered by a non-recorded voice</li> <li>▪ Screening and triage calls telephone abandonment rate</li> </ul>	Within 30 seconds  Within 5%	ASA 30 seconds  ≤5%	

\* *Dependent upon the medical exigencies of the case.*

**Note:** Routine appointments will be scheduled as soon as is practical given the medical needs of the member and the nature of the provider's practice.

**New Mexico Medicaid Managed Care Accessibility Standards**  
Salud and State Coverage Insurance (SCI) Products

<b>Access/Appointment Type</b>	<b>Request For Appointment Or Wait Time</b>	<b>Goal</b>	<b>Exception</b>
<b>Routine</b> , Asymptomatic, member-initiated, outpatient appointments for primary preventive medical and dental care	No greater than 30 days	85%	Unless the member requests a later time.
<b>Regular</b> , symptomatic, member-initiated, outpatient appointments for non-urgent primary medical and dental care	No greater than 14 days	85%	Unless the member requests a later time.
<b>Urgent Care</b> for primary medical, behavioral health, and dental care outpatient appointments for urgent conditions	No greater than 24 hours	100%	<b>For applicable services only.</b> Unless the member requests a later time.
<b>Specialty</b> outpatient referral and/or consultation appointments, excluding behavioral health	Request for appointment will be consistent with the clinical urgency but no greater than 21 days	85%	Unless the member requests a later time
Routine outpatient diagnostic laboratory, diagnostic imaging, and other testing appointments	The request to appointment time will be consistent with the clinical urgency but no greater than 14 days	N/A	Unless the member requests a later time
Urgent outpatient diagnostic laboratory, diagnostic imaging, and other testing appointments	The appointment availability will be consistent with the clinical urgency but no greater than 48 hours	N/A	
Outpatient scheduled appointments	The time the member is seen will not exceed 30 minutes after the scheduled appointment time	N/A	Unless the member is late for the appointment
Follow-up outpatient visits with practitioners	Consistent with the clinical need	N/A	
Any medically necessary pharmaceutical agent	In-person prescription fill time (ready for pickup) shall be no longer than 40 minutes; a phoned in prescription by a practitioner shall be filled within 90 minutes	N/A	