



## **AETNA BETTER HEALTH® OF VIRGINIA**

### *Provider Appointment Standards*

It is important that Medicaid members are able to secure an appointment with their providers in a timely manner. Per the Aetna Better Health of Virginia Provider Manual, Department of Medical Assistance Services, and National Committee for Quality Assurance, the following patient access standards must be met for our members for the following provider types:

<b>Timely access</b>		
Timely access standards for hours of operation for PCPs: <ul style="list-style-type: none"><li>• General appointment availability — 20 hours per week per practice location</li></ul>		
<b>Provider type</b>	<b>Appointment type</b>	<b>Availability standard</b>
PCP	Emergency	Immediately upon request
	Urgent care	Within 24 hours
	Routine	Within 30 calendar days
Behavioral Health	Non-life-threatening emergency	Within six hours
	Urgent care	Within 48 hours
	Initial visit routine care	Within 10 working days
Prenatal	First trimester	7 calendar days
	Initial second trimester	7 calendar days
	Third trimester and high risk	3 working days from date of referral or immediately, if an emergency exists

We ask that you ensure our members are seen per the standards above.

If you need additional information regarding this, please reach out to your Aetna Better Health Provider Relations Representative or email Provider Relations at [AetnaBetterHealth-VAProviderRelations@Aetna.com](mailto:AetnaBetterHealth-VAProviderRelations@Aetna.com).

Aetna Better Health of Virginia  
Provider Network Division