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## **ACCESS TO CARE STANDARDS PPO BEHAVIORAL HEALTH**

BCBSNC and the Physician Advisory Group have endorsed the following Access to Care Standards for Behavioral Health Providers participating in the BCBSNC Network.

Average time for appointment:

<b>Life –Threatening Emergency</b>	Seen immediately or referred to the ER
<b>Non-life Threatening Emergency</b>	Seen within six hours
<b>Urgent Care</b>	Seen within forty-eight hours
<b>Initial Visit for Routine Care</b>	Seen within 10 business days
<b>Routine Office Visit</b>	Seen within 30 business days

Note: These standards apply to the POS network as well, as this network is a subset of the PPO network

Developed: 08/04, Revised 05/07, Reviewed 01/09, Reviewed 01/10, Reviewed 09/11, Reviewed 09/12, Revised 12/12, Reviewed 01/14, Reviewed 01/15, Reviewed 01/16