

## **Access to Care Standards for Health First Colorado (Colorado’s Medicaid Program) Members**

The Colorado Community Health Alliance (CCHA) provider network is designed to meet the requirements for access to care for all Health First Colorado members we serve. The same standard of care is provided to all members, regardless of eligibility category.

Our provider network is sufficient to:

- Serve all primary care and care coordination needs
- Serve all behavioral health needs
- Allow for adequate member freedom of choice among providers

Our provider network is required to meet high standards for access to care including:

- Minimum service coverage from 8:00 a.m.-5:00 p.m. Mountain Time, Monday through Friday
- Extended hours on evenings and weekends, and alternatives for emergency room visits for after-hours urgent care
  - Evening and weekend support services include access to clinical staff, not just an answering service or referral service staff.
- Availability of information, referral and treatment of emergency medical conditions 24/7

Our online provider directory is updated daily Monday through Friday. Members can search for providers at [CCHAcares.com/findadoc](http://CCHAcares.com/findadoc).

### **Appointments**

Members can expect to get an appointment within the following timeframes.

<b>Primary Care Providers</b>	
<b>Urgent Care</b>	Within 24 hours after the initial identification of need
<b>Outpatient Follow-up Appointments</b>	Within seven calendar days after discharge from an inpatient hospitalization
<b>Non-urgent, Symptomatic Care Visit</b>	Within seven business days after the member's request
<b>Well Care Visit</b>	Within 30 calendar days after the member's request, unless an appointment is required sooner to ensure the provision of screenings in accordance with HCPF's accepted EPSDT schedules, Bright Futures

<b>Behavioral Health Providers</b>	
<b>Emergency Behavioral Health Care</b>	By phone within 15 minutes after the initial contact, including TTY accessibility; in person within 1 hour of contact in urban and suburban areas, in person within 2 hours after contact in rural and frontier areas
<b>Non-urgent, Symptomatic Behavioral Health Services</b>	Within 7 days after a member's request <ul style="list-style-type: none"> <li>• Administrative intake appointments or group intake processes are not considered a treatment appointment for non-urgent, symptomatic care.</li> </ul>
Behavioral health providers shall not place members on waiting lists for initial routine service requests.	

We are committed to helping our members access quality health care services in a timely manner. If members experience issues accessing services within the timelines above or due to any other reason, including geographic issues, they can contact CCHA Member Support Services at 1-855-627-4685 for assistance.