



## ACCESS STANDARDS

MEDICAL	BEHAVIORAL HEALTH	
TYPE OF CARE REQUIRED		STANDARD
<b>Routine Assessments, Physicals or New Visits</b>	<b>Routine Care/Office <u>Follow-up</u> Visits</b> (Non-urgent, non-emergent assessments or visits, or post-hospitalization visits for recurring problems)	<b>30 days</b>
<b>Routine Follow-up Visits</b> (Recurring problems related to chronic conditions like hypertension, asthma, diabetes, etc.)	<b>Routine Care/Office Visit for</b> <b>(<u>New problems</u> upon request of the member or provider)</b>  <i>This type of care is generally for non-urgent, non-emergent assessments or visits, follow-up visits, post-hospitalization, and other visits for recurring problems.</i>	<b>14 days</b>
<b>Symptomatic Non-Urgent Visits</b> (Conditions such as cold, sore throat, rash, muscle pain, headache, etc.)		<b>2-4 days</b>
<b>Urgent Medical Problems</b> (Unexpected illnesses or injuries requiring medical attention soon after they appear)	<b>Urgent Care;</b> (May not be life-threatening, but requires immediate attention – i.e., complex or dual problems)	<b>1-2 days</b>
<b>Serious Emergencies</b> (Life-threatening illness or injury; such as heart attack, stroke, poisoning, loss of consciousness, inability to breathe, uncontrolled bleeding or convulsions)	<b>Emergency Care;</b> (Immediate threat to self or others – i.e., acutely suicidal or homicidal)  <i>The expectation is that the patient will receive immediate emergency care; the mental health provider may either provide immediate care, or direct the patient to call 911 or go to the nearest emergency room.</i>	<b>Immediate care</b>

**If you are unable to keep an appointment,** call your physician as soon as possible so that time can be made available for other patients. Paramount will not cover claims associated with missed appointments. Co-payments are due when services are rendered.

**If you need medical advice after hours,** on weekends; or holidays, call your PCP's office. The answering service will take your message and have your call returned.

**If you have any problems** making an appointment or receiving care, please contact Paramount's Member Services Department at 419-887-2525, 1-800-462-3589 (toll free), or 1-888-740-5670 (TTY).