

New Appointment and Wait Time Availability Guidelines Added to *Manual for Physicians and Providers*

To ensure our members, your patients, receive timely care based on their health care needs, we encourage you to follow the Florida Blue Appointment Availability and Office Waiting Time Guidelines. These guidelines are based on the Centers for Medicare & Medicaid Services appointment time standards.

Recommended Maximum Wait Time for First Available Appointments for Florida Blue and Florida Blue Medicare Members

Type of Visit	Guideline
Routine Annual Preventive/Physical Exam	Within 30 Business Days
Routine Primary Care Services <i>(Not routine gynecological care, urgent, or life-threatening care)</i>	Within 30 Business Days
Routine Behavioral Health Services	Within 30 Business Days
Non-Urgent Sick Visit <i>(Services that are not emergency or urgently needed but require medical attention)</i>	Within 7 Business Days
Urgently Needed Services or Emergency	Immediate

Office Wait Time

Office wait time is defined as the time a member waits to see a practitioner from the time of their scheduled appointment (assuming the member is not late) until seen by the practitioner. Members should be told if there is an extensive wait and given an opportunity to reschedule.

Plans	Guideline
Florida Blue BlueMedicare SM Medicare Advantage	Members shall wait no more than 15 minutes from a scheduled appointment time to see a practitioner.
All Other Florida Blue Plans	Members shall wait no more than 30 minutes from a scheduled appointment time to see a practitioner.