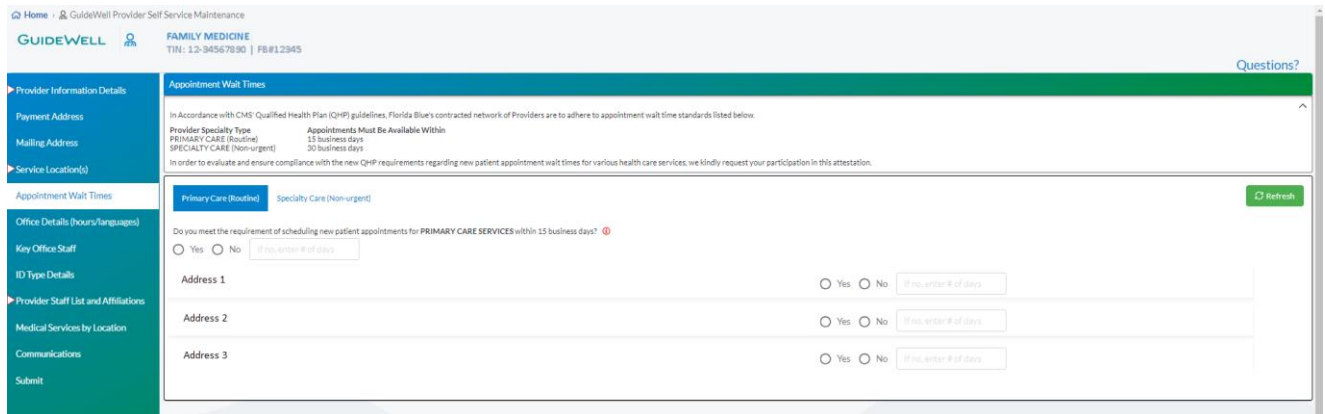


Important Update on Appointment Availability and Wait Time Requirements in 2025

To help ensure our members, your patients, have timely access to quality care, we are sharing important updates to appointment availability and wait time requirements. Effective January 1, 2025, providers are required to comply with appointment wait time standards set by the Centers for Medicare & Medicaid Services (CMS). Providers will attest to this via the quarterly attestation process through Availity Essentials™, in a unique section within Provider Self Service (as shown in the screenshot below).

Providers have the capability to attest for wait times at all service locations or at the individual service location level. If wait time standards cannot be met, providers must confirm the earliest appointment availability by typing a response.



To support this CMS standard, we are sharing the Florida Blue Appointment Availability and Office Waiting Time matrix, which is based on CMS' requirements.

First Available Appointment for Florida Blue Commercial (Under 65) Members:

Type of Visit	Requirement
Behavioral Health	Within 10 Business Days
Primary Care (Routine)	Within 15 Business Days
Specialty Care (Non-Urgent)	Within 30 Business Days

First Available Appointment for Florida Blue Medicare (Over 65) Members:

Type of Visit	Requirement
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 Seven (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.