



Appointment availability standards

Standard name	Dell Children's Health Plan
Emergency services	Immediately upon member presentation at the service delivery site
Urgent care	Within 24 hours
Post-emergency room or hospital discharge (non-behavioral health)	Within 14 days of discharge
Routine primary care	Within 14 days
Routine specialty care	Within three weeks
Preventive Health: Adult	Within 90 days
Preventive health: Child (new STAR member)	For new members from birth through age 20, overdue or upcoming well-child checkups (including Texas Health Steps) should be offered as soon as practicable and within 90 days of enrollment.
Preventive health: Child—less than 6 months old	Within 14 days
Preventive health—age 6 months through 20 years	Within 60 days
Prenatal care—initial visit	Within 14 days
Prenatal care—high-risk or 3rd trimester initial visit	Within five days of request or immediately if an emergency exists
Prenatal care—after initial visit	Based on the provider's treatment plan
Behavioral health	
Non life-threatening emergency	Within six hours
Urgent care	Within 24 hours

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Post-hospital discharge	Within seven days of discharge (For missed appointments, the provider must contact the member within 24 hours to reschedule the appointment.)
Routine care—initial visit	The earlier of 10 business days or 14 calendar days
Follow-up routine care	Within three weeks
After-hours access	
After-hours care	Primary care providers are accessible 24 hours a day, 7 days a week directly or through an answering service: <ul style="list-style-type: none"> ● Answering service or recording assistance is in English and Spanish. ● Member will reach on-call physician or medical staff within 30 minutes.

Who should be aware of these standards?

Your office/scheduling staff need to be educated on these standards. A suggestion to help your office is to have specific time slots set up for recently discharged patients and for new patients. Similar to those for sick visits, this will assist in easier scheduling.

What if I need assistance?

If you have questions about this communication, received it in error or need assistance with any other item, contact your local Provider Relations representative at 512-324-3125, option 4, call Provider Services toll free at 1-844-781-2343, or email shproviderservices@seton.org.