

# Appointment Availability Standards

Quick reference guide for Medicaid providers.

## Primary Care



### URGENT

Same day  
of request



### MEDICALLY NECESSARY

Within **2 days**  
of request



### ROUTINE

Within **14 days**  
of request

## Specialty Care



### EMERGENCY

Same day within  
**24 hours** of referral



### URGENT

Within **3 days**  
of referral



### ROUTINE

Within **30 days**  
of referral

## Maternity Care



### FIRST TRIMESTER

Within **7 days**  
of request



### SECOND TRIMESTER

Within **7 days**  
of request



### THIRD TRIMESTER

Within **3 days**  
of request



### HIGH RISK PREGNANCIES

Within **3 days**  
of identification  
of high risk

## Behavioral Health Care



### EMERGENCY (life-threatening)

**Immediate**  
access



### EXPEDITED (non-life-threatening)

Within **6 hours**  
of request



### URGENT (at risk)

Within **48 hours**  
of request



### ROUTINE

Within **10 days**  
of request



### Wait Time

Should not be more than 60 minutes from the appointment time *(except if provider is unavailable due to an emergency)*.



If you have any questions, please call **702-242-7088** or toll-free **1-800-745-7065**, TTY **711**, Monday through Friday, 8 a.m. to 5 p.m.



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