

Appointment Availability Standards

Quick reference guide for UnitedHealthcare Health Plan of Nevada Medicaid providers.

Primary Care	Specialty Care	Maternity Care	Mental Health Care
EMERGENT Same day of request	EMERGENCY Within 24 hours of referral	FIRST TRIMESTER Within 7 days of request	EMERGENCY (life-threatening) Immediate access
URGENT Within 2 days of request	URGENT Within 3 days of referral	SECOND TRIMESTER Within 7 days of request	EXPEDITED (non life-threatening) Within 6 hours of request
ROUTINE Within 14 days of request	ROUTINE Within 30 days of referral	THIRD TRIMESTER Within 3 days of request	URGENT (at risk) Within 48 hours of request
		HIGH RISK PREGNANCIES Within 3 days of identification of high risk	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.

Medicaid provided by UnitedHealthcare's Health Plan of Nevada.