

Doctor Visits – How Soon Should You Be Seen?

When you are sick, the doctor tries to see you within 24 hours. If you need a physical, it can take a while to get a visit. To help you plan, here is how long you may have to wait to get some doctor visits:

Primary Care Physicians (PCP):

Adult Preventive Health	Within 90 days
Routine Care	Within 14 days
Urgent Care	Within 24 hours
Routine Specialty Care Referrals	Within 30 days

Behavioral Health Providers:

Non-Life-Threatening Emergency Care	Within 6 hours
Urgent Care	Within 24 hours
Routine Outpatient Visit	Within 14 days

OB/GYN Providers:

Regular Prenatal Care	Within 14 days
High-Risk Member or New Member in Third Trimester	Within 5 days
Emergency Care	Immediately

At The Office:

You should be taken to the exam room within 15 minutes of your scheduled visit time.

Your Member Handbook explains routine care, urgent care and emergency care.

Providers try to meet these standards at all times. You may call Member Services if you ever feel that any of the above standards were not met.

Member Services

STAR Program:	1-800-783-5386
STAR+PLUS Program:	1-866-516-4501
CHIP KIDS Program:	1-800-783-5386
CHIP RSA Network Program:	1-800-820-5685
STAR Health Program:	1-866-912-6283