

How Soon Can I See *the* Doctor?

When you need medical care, it is important to get it promptly. The amount of time before your appointment depends on your health condition. It also depends on the type of care you need. The table below shows how soon you should be able to see a doctor. It may be OK to wait longer **if it does not harm your health.** (**Note:** A business day is usually Monday through Friday. It does not include weekends or holidays.) Make a routine care appointment to see your doctor if you are a new patient and/or have newly obtained health insurance.

Appointment type	Wait time for appointment
Routine care appointment with your primary care physician (PCP) – your main doctor	Within 10 business days
Routine care appointment with a specialist (when your PCP refers you)	Within 15 business days
Urgent appointment for services that do not need approval in advance	Within 48 hours
Urgent appointment for services that need approval in advance (prior authorization)	Within 96 hours
First prenatal visit	Within 10 business days
Well-child visit with a PCP	Within 10 business days
Physical exam/Preventive checkup	Within 30 calendar days
Ancillary testing (such as labs, X-rays or therapy services that you cannot get in your doctor's office)	Within 15 business days
Non-urgent appointment with a non-physician mental health care provider	Within 10 business days

If you need help making an appointment, call Member Services at **1-800-522-0088**.

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