

Getting Needed Care

How soon should I expect to be seen by a doctor and how do I get the care I need?

Need help? Call Customer Care at 1(888) 788-4408

Routine

This is regular care to keep you healthy. For example:

- Checkups (also known as wellness exams)
- Health conditions you have had for a long time such as asthma, COPD and diabetes
- Yearly exams
- Immunizations

What to do

Call your doctor to make an appointment. You can expect to be seen by:

- Your PCP within 21 days
- A specialist or dentist within 45 days

Maternity Care

- First trimester - Appointment availability within 14 days of request
- Second trimester - Appointment availability within 7 days of request
- Third trimester - Appointment availability within 3 days of request



PRIMARY CARE

Within 21 days of request



SPECIALTY CARE

Within 45 days of referral



DENTAL CARE

Within 45 days of referral

Urgent

This is when you need care today, or within the next couple of days, but are not in danger of lasting harm or of losing your life. For example:

- Bad sore throat or earache
- Migraine headaches
- Medication refill or request
- Flu
- Back pain
- Sprains

What to do

Call your doctor before going to an urgent care center. Look in your provider directory to find the urgent care center closest to you, or look on your health plan's website.

You can expect to be seen by:

- Your PCP within two (2) days
- A specialist or dentist within three (3) days

If it is late at night or on the weekends, your doctor has an answering service that will get your message to your doctor. Your doctor will call you back and tell you what to do. You should NOT go to the emergency room for urgent/sick care.



PRIMARY CARE

Within 2 days of request



SPECIALTY CARE

Within 3 days of referral



MATERNITY CARE

Within 3 days of identification of High Risk



DENTAL CARE

Within 3 days of referral

Emergency

This is when you have a serious medical condition and are in danger of lasting harm or the loss of your life. For example:

- Poisoning
- Overdose
- Car accident
- A cut that may need stitches
- Sudden chest pains-heart attack
- Very bad bleeding, especially if you are pregnant
- Signs of stroke (numbness/weakness in face, arm or leg, trouble seeing with one or both eyes)
- Deep cuts
- Broken bones
- Serious burns
- Trouble breathing
- Convulsions

What is Not an Emergency?

Some medical conditions that are NOT usually emergencies.

For example:

- Flu, colds, sore throats, earaches
- Urinary tract infections
- Prescription refills or requests
- Health conditions you have had for a long time
- Back pain
- Migraine headaches

What to do

Call 911 or go to the nearest emergency room. You do not have to call your doctor or health plan first. You do not need prior authorization to call 911. If you can, show them your health plan ID card and ask them to call your doctor.



PRIMARY CARE

Same Day of request or within 24 hours of call or notification



SPECIALTY CARE

Within 24 hours of referral



MATERNITY CARE

Immediately if an emergency exists



DENTAL CARE

Within 24 hours of referral

It is important to choose a doctor (also known as a primary care physician or PCP) in addition to choosing a dental home for dental care. Make an appointment for yourself or your child to see your PCP before you have an urgent need. If you have already been seen by your doctor or dentist (established care), it may be easier to get an appointment for a routine visit or minor sickness when you want it. Contract Services are funded in part under contract with the State of Arizona.