

Accessibility of Services

MercyCare Insurance Company (MCIC) maintains policy consistent with that of nationally recognized standards for appointment accessibility. The purpose of evaluating appointment accessibility is to measure the length of time it takes for MCIC's members to obtain services with MCIC participating network providers.

A representative of MCIC evaluates appointment accessibility with primary care physicians, and Behavioral Health Specialists, in person at least annually. Below are the standards adopted by MCIC for Behavioral Health Specialists:

- **Life Threatening Emergency:** members should be seen immediately. An immediate and serious condition that threatens an individual's life or limb.
- **Non Life-Threatening Emergency:** members should be seen the same day within 6 hours. A condition that poses no threat to an individual's life or limb.
- **Urgent Needs:** members should be seen within 48 hours. Care that requires immediate attention, although it may not be life threatening.
- **Routine Visit:** members should be seen within 10 working days. Care for non-urgent symptomatic care.
- **After-Hours Care:** The member must be able to reach a live person who is capable of directing them to the appropriate behavioral healthcare person or facility when the practitioner's office is not open.