



An Independent Licensee of the  
Blue Cross and Blue Shield Association

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## New Appointment and Wait Time Availability Guidelines Added to Manual for Physicians and Providers

To ensure our members, your patients, receive timely care based on their health care needs, we encourage you to follow the Florida Blue Appointment Availability and Office Waiting Time Guidelines. These guidelines are based, in part, on the Centers for Medicare & Medicaid Services (CMS) appointment time standards for Medicare beneficiaries.

### Recommended Maximum Wait Time for First Available Appointments for Florida Blue Members

Type of Visit	Guideline
Routine Annual Preventive/Physical Exam	Within 8 weeks
Routine Primary Care (not routine gynecological care, urgent or life-threatening care)	Within 2 weeks
Non-Urgent Sick Visit	Within 72 hours
Urgent Care	Within 24 hours

### Office Wait Time

This is the time a member waits to see a practitioner from the time of his/her scheduled appointment (assuming the member is not late) until seen by the practitioner. Members should be told if there is a wait and given an opportunity to reschedule.

Plans	Guideline
Florida Blue BlueMedicare <sup>SM</sup> Medicare Advantage	Members shall wait no more than 15 minutes from a scheduled appointment time to see a practitioner.
All other Florida Blue plans	Members shall wait no more than 30 minutes from a scheduled appointment time to see a practitioner.

These guidelines can be found in the *Participating Providers Responsibility* section of the [Manual for Physicians and Providers](#).

For questions regarding these guidelines, please contact the Network Management Services Unit (NMSU) at 800-727-2227 and follow the prompts for “Contract Inquiries.” You will need your NPI to contact the NMSU.