

HEALTH PLAN OF NEVADA

The importance of timely access to care



Health Plan of Nevada's high-performing provider network consists of quality, cost-efficient provider arrangements to service its members. The health plan understands the importance of timely access to care. It is this principle that drives the inclusion of **access to care requirements** in Health Plan of Nevada contracts.

The requirements are as follows:

- | | | |
|----|------------------|---|
| 1. | STAT | Appointment is available within 24 hours |
| 2. | Expedited | Appointment is available within 72 hours |
| 3. | At Risk | Appointment is available within 14 days |
| 4. | Routine | Appointment is available within 30 days |

Should a provider not be able to comply with these access standards or a member is unable to receive care within these designated timeframes, the **health plan is able to coordinate care with providers** deemed "Overflow" by the health plan. This coordination is completed by the member's primary care provider or can be submitted by any provider on the member's behalf.

Any **approved "Overflow" provider is accessed at the in-network benefit** shown on the HMO benefit schedule, when coordinated through the health plan or by the member's primary care provider. An "Overflow" provider is defined as a provider contracted with Health Plan of Nevada to deliver services when the designated provider is not available to provide the service within access requirements or cannot accommodate the volume.

Health Plan of Nevada also has the ability to access the Sierra Health and Life and the UnitedHealthcare Choice Plus provider agreements when necessary to allow for Health Plan of Nevada members to access services under their in-network benefit.

Health Plan of Nevada is **consistently monitoring the access and availability** of the network. Member satisfaction by provider, average time from referral to appointment by provider, and the drivers of acute care episodes are reviewed.



HEALTH PLAN OF NEVADA
A UnitedHealthcare Company