

Cox HealthPlans Access to Care Standards	
Practitioner Type	Standard
Regular and routine care	An appointment within 30 days
Routine, symptomatic care	An appointment within one (1) week or five (5) business days
Urgent care	An appointment within 24 hours
Obstetrical care	An appointment within one (1) week for enrollees in the first or second trimester of pregnancy and within three (3) days for enrollees in the third trimester
After-hours care	After- hours care is available to members through later clinic hours and walk-in clinics
Behavioral Health	
Routine care	Within 10 business days
Urgent care	Within 48 hours
Non-life-threatening emergency care	Within 6 hours
Life-threatening emergency care	24 hours/ 7 days per week
Plan Member Services	
Telephone access to member services	Call answered within 60 seconds;
	Call abandonment less than 5%