

# Access to Care and After-Hours Standards



TRICARE Prime® Demo by CareSource Military & Veterans™ promotes access to care by partnering with health care providers to ensure beneficiaries receive the best possible health care services. It includes evaluation of the availability, accessibility and acceptability of services rendered to beneficiaries by participating providers. TRICARE Prime Demo expects network to have procedures in place to see patients within these time frames and to offer 8 a.m. to 7 p.m. Monday through Friday Eastern Time (ET) office hours to their TRICARE Prime Demo patients that are no less (in number or scope) than the hours offered to non-TRICARE Prime Demo beneficiaries. Ensuring 24/7 coverage that allows your patients to speak with a practitioner is important for them to receive appropriate care and maintain their health.

Please keep in mind the following access standards for each level of care:

## Primary Care Managers (PCMs)

Appointment Type	TRICARE Prime Demo Standard
Well patient visit	Not to exceed 4 weeks
Regular and routine care	Not to exceed 1 week
PCM urgent care visit	Not to exceed 24 hours

For PCMs only: Provide 24-hour availability to your TRICARE Prime Demo patients by telephone. Whether through an answering machine or a taped message used after hours, patients should be given the means to contact their PCM or a back-up provider to be triaged for care. It is not acceptable to use a phone message that does not provide access to your or your back-up provider and only recommends emergency department use for after hours.

## Non-Primary Care Managers (Specialists)

The demo is committed to maintaining compliance with the TRICARE access to care standards described in 32 CFR 199.17(p)(5).

Appointment Type	TRICARE Prime Demo Standard
Specialists	Not to exceed 4 weeks
<b>URGENT AND EMERGENCY CARE PROVIDERS</b>	
Urgent care providers	Not to exceed 24 hours
Emergency needs	Immediately upon presentation, 24 hours a day, 7 days a week and without prior authorization



Appointment Type	TRICARE Prime Demo Standard
<b>BEHAVIORAL HEALTH AND SUBSTANCE USE DISORDER PROVIDERS</b>	
Initial visit for routine care	Not to exceed 10 business days
Follow-up for routine care	Not to exceed 30 calendar days
Care for a non-life-threatening emergency	Not to exceed 6 hours
Urgent needs	Not to exceed 48 hours

Providers should see beneficiaries as quickly as their condition and severity of symptoms warrant. It is expected that if a provider is unable to see the beneficiary within the designated time frame, TRICARE Prime Demo will facilitate an appointment with another participating or non-participating provider, when necessary.

Services included in the TRICARE Prime Demo contract must be available 24 hours a day, seven days a week, when medically necessary. Providers may find information about medically necessary services that must be available 24/7 by visiting **CareSourceMilitary.com** > Tools & Resources > Provider Policies.

For the best interests of our beneficiaries and to promote their positive health care outcomes, CareSource Military & Veterans supports and encourages continuity of care and coordination of care between medical care providers, as well as between physical and behavioral health providers.

## Talking to Patients

TRICARE Prime Demo regularly provides education to our beneficiaries about appropriate use of services. Partnering with you gives us the opportunity to together educate beneficiaries about how to access the right care to meet their needs and remind them to:

- Contact their PCM first for non-emergency situations.
- Visit an urgent care to be seen quickly when a PCM cannot be reached.
- Consider visiting retail health clinics that are open late and on weekends.
- Visit a PCM for routine care, not the emergency department.

### Nurse Advice Line



TRICARE Prime Demo helps beneficiaries decide where to go for care when they are unsure. Your patients can call our 24-Hour Nurse Advice Line, and a nurse will help them make the decision. Beneficiaries can call **1-833-687-7376** (833-NURSE-76) (TTY: 711) 24 hours a day, seven days a week at no cost.



### Questions?

Please contact Provider Services Monday through Friday 8 a.m. to 6 p.m. ET at **1-833-230-2170**.

Thank you for partnering with TRICARE Prime Demo!

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