

AETNA BETTER HEALTH® OF OHIO

Appointment standards and timeframes

Primary Care	Specialist Care	OB/GYN	Behavioral Health	EPSDT
Emergency Same Day	Emergency Immediate	Emergency Immediate	Immediate Treatment for potentially suicidal individual	Early Periodic Screening Diagnosis and Treatment (EPSDT) Screening - Available no more than two weeks after the initial request
Urgent Care Within two Calendar days	Urgent Care Within two Calendar days	Urgent Care - Within two calendar days	Non-Life Threatening Emergency - Within six hours	Initial Visit for Newborns- Newborn physical exam
Routine Within three weeks of enrollee request	Routine Within three weeks of enrollee request	Initial Prenatal Care - First Trimester - Within three weeks of first request	Urgent Care Within two Calendar days	Preventative Pediatric Visit - According to the American Academy of Pediatrics periodicity schedule up to age 21
		Initial Prenatal Care - Second Trimester - Within seven calendar days of first request	Routine Within seven Calendar days of request	
		Initial Prenatal Care - Third Trimester - Within three calendar days of first request		
		Initial Prenatal Care - High Risk - Within three calendar days of identification of high risk		
		Routine Care - Within three weeks of enrollee request		
		Postpartum Care - Within six weeks of enrollee request		