



Aetna Better Health® Premier Plan MMAI

Appointment Standards and Availability Timeframes

| Provider Type | Emergency Appointment Timeframe | Urgent Appointment Timeframe | Routine Appointment Timeframe | Appointment Wait Time (Office Setting) |
|-------------------|--|------------------------------|--|--|
| Primary Care | Same Day | Within 2 calendar days | Within 3 weeks | No more than 45 minutes |
| Specialist Care | Immediate | Within 2 calendar days | Within 3 weeks | No more than 45 minutes |
| OB/GYN | Immediate | Within 2 calendar days | Initial Prenatal Care <ul style="list-style-type: none">• 1st Trimester: Within 3 weeks• 2nd Trimester: Within 7 calendar days• 3rd Trimester: Within 3 calendar days• High Risk: Within 3 days• Routine Care: Within 3 weeks• Postpartum Care: Within 6 weeks | No more than 45 minutes |
| Behavioral Health | Potentially suicidal individual: immediate treatment Non-life threatening emergency: within 6 hours | Within 48 hours | Initial visit within 10 business days of official request | No more than 45 minutes |

In addition to the standards above, Behavioral Health providers are contractually required to offer:

- Follow-up Behavioral Health Medical Management within 3 months of the first appointment
- Follow-up Behavioral Health Therapy within 10 business days of the first appointment
- Next Follow-up Behavioral Health Therapy within 30 business days of the first appointment