



# PROVIDER STANDARDS

## *For Appointment Scheduling*

Wellcare wants to ensure appointments for medical and behavioral health services are available to all our Medicare members on a timely basis. The following Appointment Availability standards can also be found in the Provider Manual (PDF) at [Wellcare.com/flprovider](https://www.wellcare.com/flprovider). Please ensure these standards are implemented by your organization.

### **AFTER HOURS AVAILABILITY: ALL PROVIDERS** (FROM 5 P.M. TO 8 A.M. AND ALL WEEKENDS AND HOLIDAYS)

#### **After Hours Passing Standards:**

- Answering service or system that can contact a physician. Member should receive a response within 30 minutes.
- Advice nurse with access to physician.
- Office telephone that transfers calls to a cell phone; or any method that ensures 24-hour phone access for members.

**Provider Office Wait Times:** Should not exceed 15 minutes maximum

### **PRIMARY CARE**

- Urgent Visit: 24 hours
- Non-Urgent Visit: Seven business days
- Routine Visit: 30 business days
- After-Hours Care: 24 hours; seven days per week

### **SPECIALIST (INCLUDES ANCILLARY PROVIDERS)**

- Urgent Visit: 24 hours
- Routine Visit: 30 business days

### **BEHAVIORAL HEALTH**

- Non-Life-Threatening Emergency: Six hours
- Urgent Visit: 48 hours
- Initial Routine Care: 10 business days
- Routine Care Follow-Up: 10 business days

## RESOURCES & TIPS

**24/7 Nurse Advice Line:** Available 365 days a year.

- Call: 1-800-581-9952
- TTY: 711

**Interpreter Services:** Non-urgent sign language and language interpreter services.

- Call Provider Services: 1-855-538-0454
- Download and Complete the Wellcare Interpreter Request Form
  - Visit: [Wellcare.com/flprovider](https://www.wellcare.com/flprovider)
  - Select Forms
  - Select Interpreter Services Request (PDF)
  - Download, complete and email to: [InterpreterRequests@centene.com](mailto:InterpreterRequests@centene.com)
- Urgent/emergent language interpreter services.
  - Call Provider Services: 1-855-538-0454

**988 Suicide & Crisis Lifeline:** Confidential, free, 24/7/365 support from a trained counselor for mental health, substance use or suicidal crisis.

- Call or text: 988
- Chat: Visit [chat.988lifeline.org](https://chat.988lifeline.org) to connect with caring crisis counselors for emotional



## TELEHEALTH OFFERINGS

**Teladoc Health:** Virtual healthcare.

- Call: 1-800-835-2362
- Visit: [Teladoc.com/SunshineHealth](https://www.teladoc.com/SunshineHealth)

