



Timely Access to Care

To help ensure our members have timely access to care and service, Optum has established the standards shown below. Because the specific standards may vary by state and/or customer, please refer to the Optum Network Manual and addenda available at providerexpress.com > Guidelines / Policies & Manuals > [Manuals](#).

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Telephone Calls to Optum Screening and Triage Services

- Calls are answered by a non-recorded voice within 30 seconds
- Less than 5 percent of callers will disconnect prior to reaching a live person

Appointments with Optum Clinicians

- In a life-threatening emergency, members must be seen immediately
- In a non-life-threatening emergency, members must be offered an appointment within six (6) hours
- In an urgent situation, members must be offered an appointment within 48 hours (or 24 hours in some states)
- For routine situations, an appointment must be offered to members within 10 business days (or 5 days in some states)
- After discharge from an acute inpatient level of care, members should attend an appointment with a behavioral health clinician within seven (7) days of the date of discharge

Optum also encourages all contracted clinicians to see members within 15 minutes of their scheduled appointment time. Please continue your efforts to be on time for appointments.

If you are unable to meet these appointment access standards, please notify Optum so that Optum staff may assist the member in finding alternatives. Since members use the "Find a Clinician" feature of the Optum member Web site, it's important that clinicians keep their availability status current. You can quickly and easily update this information by logging into the secure "Transactions" section of Provider Express and selecting "My Practice Info" or by contacting [Network Management](#).

