

Your AHCCCS health plan is required to ensure that you can see medical professionals in a timely manner. The following standards apply to Primary Care providers (PCP), Specialist, Dental, Maternity, and Behavioral Health providers.

If you have a medical issue due to a severe illness, injury, condition or worsening symptoms, please make an Urgent Care appointment.



Appointment Standards

PROVIDER TYPE	URGENT	ROUTINE
Primary Care Provider (PCP)	No later than 2 business days of request*	Within 21 calendar days of request
Specialty Provider Referrals	No later than 3 business days of request*	Within 45 calendar days of referral
Dental	No later than 3 business days of request	Within 45 calendar days of request
Maternity	High risk pregnancies - no later than 3 business days of identification of high risk by contractor*or immediately if an emergency exists	1 st trimester – within 14 calendar days of request 2 nd trimester – within 7 calendar days of request 3 rd trimester – within 3 business days of request
Behavioral Health	No later than 24 hours from identification of need*	Initial assessment within 7 calendar days of referral or request for service; 1 st service following assessment no later than 23 calendar days after initial assessment; All following services no later than 45 calendar days from identification of need
Psychotropic Medications	Urgency will be assessed immediately	No later than 30 calendar days from request. Appointments will be provided, if necessary, to ensure that: (a) the member does not run out of medications; or (b) the member does not decline in behavioral health.

***as quickly as the health condition requires, but no later than the timeframes noted above.**

If you cannot get an appointment within the approved timeframes, please contact your AHCCCS health plan.

The Arizona Health Care Cost Containment System (AHCCCS) is committed to ensuring the availability of timely, quality health care. If you have questions or difficulties accessing services, please call AHCCCS Clinical Resolution Team at 602-364-4558 or 1-800-867-5808 or by email at CQM@azahcccs.gov.