

APPOINTMENT ACCESS STANDARDS

QUICK GUIDE FOR PROVIDER OFFICES

To help you and your team achieve optimal health outcomes for our members, Alignment Health has outlined the following Appointment Availability and After-Hours standards, established by the Centers for Medicare & Medicaid Services (CMS) and required by Alignment Health.

Thank you for partnering with Alignment Health. We are proud to provide timely access to high-quality care.



PCP Routine Visits

Within 7 business days of request

Specialist Routine Visits

Within 15 business days of request

Behavioral Health Non-Urgent

Within 7 business days of request

Psychology/Therapist Visit

Within 10 business days of request

PCP/SPC/BH Urgent Care Visits

Within 48 hours of request
no prior authorization

Within 96 hours of request
with prior authorization

**Alignment Health Plan Members
also have 24/7 access through
the Virtual Care Center.**

Virtual Care Center
1-833-402-5803

If you have any questions, please contact our **Provider Relations** team at **1-844-361-4712** Monday through Friday, 8 a.m. – 5 p.m. PT.