

Security Health Plan guidelines for Next Available Appointments

Security Health Plan's guidelines for member accessibility of services are found online in the Provider Manual: [Security Health Plan Access Standards](#). These standards explain how quickly members need to receive access to medically necessary health care services and detail members' access to see primary care, behavioral health and specialty providers.

Security Health Plan is required to ensure members seeking an appointment with a primary care and/or behavioral health provider can schedule an appointment within the time frames outlined in the provider manual at least 90% of the time. If timeframes are not met, the provider may be removed from the Security Health Plan Provider Directory.

The Centers for Medicare & Medicaid Services (CMS) requires health plans to follow these standards. For example, to demonstrate compliance as a Qualified Health Plan (QHP), Security Health Plan is required to contract with a third-party entity to conduct a secret shopper survey via phone to the provider's office and report the results back to CMS.