Security Health Plan outlines 2025 guidelines for appointments

According to the Centers for Medicare & Medicaid Services (CMS), starting on Jan. 1, 2025, Qualified Health Plan (QHP) issuers are required to meet appointment wait time standards established by the Federally-Facilitated Exchanges (FFEs). The 2025 Final Letter to Issuers in the Federally-facilitated Exchanges (FFEs) was published April 10, 2024. For the plan year 2025, as a QHP, Security Health Plan is required to ensure that members seeking an appointment with a primary care and/or behavioral health provider can schedule an appointment within the time frames outlined in Security Health Plan Provider Manual at least 90% of the time. To demonstrate compliance with these standards, Security is required to contract with a third-party entity to conduct a secret shopper survey via phone to a provider's office. Security is responsible for providing the results back to CMS.

Security Health Plan's guidelines for member accessibility of services are found online in the Provider Manual: ***Security Health Plan Access Standards***. The standards explain how quickly members should receive access to medically necessary healthcare services and detail members' access to see primary care, behavioral health and specialty providers.