



## After Hours Survey Coming Soon!

Annually, we monitor compliance with our after-hours care standards. We contact offices of primary care physicians and behavioral health prescribers (e.g., psychiatrists) and non-prescribers (e.g., psychologists). Our study measures the member's ability to reach a medical professional after the office is closed.

### Contract Requirements

Per your HAP contract, PCPs, behavioral health providers or their designee are required to be available by phone 24 hours a day, seven days a week. Voicemail alone after hours is not acceptable. **There must be a means to reach a live person.**

### Acceptable methods for compliance

To ensure compliance with our standard, your office must have one or more of the following:

- Automated message that includes an option to speak to or reach a physician.
- Recorded message with clear instructions for reaching provider or direct phone number of provider.
- Recorded message with an option to leave a number/message for an after-hours phone call from an appropriate practitioner. **The message must indicate a timeframe when the member can expect the return call. Our standard is 60 minutes or less.**
- Answering service with a live agent offering to speak with or be contacted by a physician.

Also, at the beginning of a recorded after-hours message, there must be instructions for patients with life-threatening conditions and separate instructions for urgent conditions. This includes calling 911 or going to the nearest emergency room.

Our standards can be found when you visit [www.hap.org/providers/forms-documents](http://www.hap.org/providers/forms-documents).