

June 11, 2019

## Access to physical health

Anthem Blue Cross and Blue Shield (Anthem) members have access to quality health care 24/7. Primary medical providers (PMPs) must have a system in place to ensure that members can call after hours with medical questions or concerns. Anthem monitors PMP compliance with after-hours access on a regular basis.

Access to care is outlined in the provider contract and the *Anthem Blue Cross and Blue Shield Indiana Medicaid Provider Manual*. Failure to comply may result in corrective action.

Review the “Access Standards” and “Access to Care” sections of the *Anthem Blue Cross and Blue Shield Indiana Medicaid Provider Manual* at the following link for specific standards according to provider type: <https://tinyurl.com/y288bygr>.

### After-hours protocols

PMPs must ensure their answering service or after-hours personnel adhere to the following after-hours protocols:

- Forward member calls directly to the PMP or on-call provider. If the PMP or on-call provider is unavailable, instruct the member that the provider will contact the member within 30 minutes.
- Ask the member if the call is an emergency. In the event of an emergency, immediately direct the member to dial **911** or proceed directly to the nearest hospital emergency room.
- Make sure members are able to connect with a telephone interpreter to handle any language barriers.
- Return all calls in a timely manner.

### 24/7 NurseLine information

Answering machine messages:

- May be used in the event that staff or an answering service is not immediately available.
- Must instruct members with emergency health care needs to dial **911** or proceed directly to the nearest hospital emergency room.
- Must provide instructions on how to contact the PMP or on-call provider in a nonemergency situation.
- Must provide instructions in English, Spanish and any other language appropriate to the PMP's practice.

For more information, contact Provider Services:

- Hoosier Healthwise — **1-866-408-6132**
- Healthy Indiana Plan — **1-844-533-1995**
- Hoosier Care Connect — **1-844-284-1798**

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