



PROVIDER STANDARDS

For Appointment Scheduling

Wellcare wants to ensure appointments for medical and behavioral health services are available to all our Medicare members on a timely basis. The following Appointment Availability standards can also be found in the Provider Manual (PDF) at [Wellcare.com/flprovider](https://www.wellcare.com/flprovider). Please ensure these standards are implemented by your organization.

AFTER HOURS AVAILABILITY: ALL PROVIDERS (FROM 5 P.M. TO 8 A.M. AND ALL WEEKENDS AND HOLIDAYS)

After Hours Passing Standards:

- Answering service or system that can contact a physician. Member should receive a response within 30 minutes.
- Advice nurse with access to physician.
- Office telephone that transfers calls to a cell phone; or any method that ensures 24-hour phone access for members.

Provider Office Wait Times: Should not exceed 15 minutes maximum

PRIMARY CARE

- Urgent Visit: 24 hours
- Non-Urgent Visit: Seven business days
- Routine Visit: Seven business days
- After-Hours Care: 24 hours; seven days per week

SPECIALIST (INCLUDES ANCILLARY PROVIDERS)

- Urgent Visit: 24 hours
- Routine Visit: 30 business days

BEHAVIORAL HEALTH

- Non-Life-Threatening Emergency: Six hours
- Urgent Visit: 48 hours
- Initial Routine Care: 10 business days
- Routine Care Follow-Up: 10 business days

RESOURCES & TIPS

24/7 Nurse Advice Line: Available 365 days a year.

- Call: 1-800-581-9952
- TTY: 711

Interpreter Services: Non-urgent sign language and language interpreter services.

- Call Provider Services: 1-855-538-0454
- Download and Complete the Wellcare Interpreter Request Form
 - Visit: [Wellcare.com/flprovider](https://www.wellcare.com/flprovider)
 - Select Forms
 - Select Interpreter Services Request (PDF)
 - Download, complete and email to: InterpreterRequests@centene.com
- Urgent/emergent language interpreter services.
 - Call Provider Services: 1-855-538-0454

988 Suicide & Crisis Lifeline: Confidential, free, 24/7/365 support from a trained counselor for mental health, substance use or suicidal crisis.

- Call or text: 988
- Chat: Visit chat.988lifeline.org to connect with caring crisis counselors for emotional



TELEHEALTH OFFERINGS

Teladoc Health: Virtual healthcare.

- Call: 1-800-835-2362
- Visit: [Teladoc.com/SunshineHealth](https://www.teladoc.com/SunshineHealth)

