

Requirements for Timely Medical Appointments

Some customers of Kaiser Permanente Insurance Company have a right to an appointment with an in-network health care provider within a certain number of days. You have this right if:

- (1) You buy your health insurance directly or receive it through your employer in the District of Columbia. **and**
- (2) The appointment is for your **first visit** with a provider. A first visit includes when you:
 - a. Schedule your first primary care visit with a provider,
 - b. Have changed primary care providers and need to schedule your first visit with a new primary care provider; or
 - c. Schedule your first visit with a provider other than your primary care provider, your behavioral health/substance use provider, or your prenatal care provider for specialty treatment.

How quickly can you expect to be seen? The District of Columbia has set the standards below for appointments with in-network providers.

SERVICE TYPE	TIME FRAME
First appointment with a new or replacement Primary Care physician	within 7 business days
First appointment with a new or replacement provider for Behavioral Health treatment, including Substance Use Treatment	within 7 business days
First appointment with a new or replacement provider for Prenatal Care treatment	within 15 business days
First appointment with a new or replacement provider for Specialty Care treatment	within 15 business days

Please note: If you have trouble scheduling an appointment within the timeframes listed, please call of 1-888-225-7202 to speak to a Kaiser Permanente Insurance Company (KPIC) representative. That person will help you schedule an appointment within the timeframes listed.

1. The KPIC representative may give you the provider's contact information and you may need to schedule the appointment yourself.
2. The KPIC representative cannot guarantee the specific provider you want to see is available for an appointment within the timeframe, as the provider may have already scheduled appointments with other patients or is otherwise unavailable. Instead, the representative will give you contact information for a qualified, in-network provider who is available to see you within the above timeframe.
3. The KPIC representative can't otherwise guarantee an appointment with a provider you've seen before.