

# Vermont Health Access Standards



Type of Service	Vermont Rule 9-03B
<p><b>Emergency:</b> a medical or behavioral condition, the onset of which is sudden and manifests itself by symptoms of sufficient severity, including severe pain, that a prudent layperson, possessing an average knowledge of medicine and health, could reasonably expect the absence of immediate medical attention to result in: (i) placing the health of the person afflicted with such condition in serious jeopardy or in the case of a behavioral condition, placing the health of such a person or others in serious jeopardy, or (ii) serious impairment to such person’s bodily functions; or (iii) serious dysfunction of any bodily organ or part of such person; or (iv) serious disfigurement of such person.</p>	Immediate access
<p><b>Urgent Medical:</b> an acute but non-life threatening, symptoms are of recent onset and have a moderate to severe impact, such as severe migraine or the flu.</p>	Within 24 hours
<p><b>Primary Care</b></p>	Within 48-72 hours
Routine Symptomatic: Non-Urgent, Non-Emergent	Within two weeks with prompt follow-up, including referrals as needed
Preventive care, Wellness Visits, including Routine Adults Physicals (>21)	Within 90 days
Initial Assessment	Within 90 days of enrollment (good faith effort by plan)
After-Hours Care	24/7 availability or coverage
Routine lab, X-ray, and General Optometry	Within 30 days
<p><b>Behavioral Health</b></p>	
<p><b>Urgent Behavioral Health:</b> the impairment of judgment and functioning is at a mild degree with mild to moderate impairment in the level of functioning. The patient exhibits psychiatric symptoms, but the overall level of functioning has not been compromised, such as depression.</p>	Within 24 hours

Information is updated regularly and can be accessed by visiting [mvphealthcare.com/policies](https://mvphealthcare.com/policies) and selecting *Provider Policies*, then selecting *Provider Responsibilities*.