

Dental Prime and Dental Complete appointment availability standards

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To ensure that members receive care in a timely manner, providers must maintain the following appointment access standard:

- Urgent care: within 48 hours
- Non-urgent appointment for general dentist and specialist care: within 20 business days

Appointment availability phone surveys are conducted on an annual basis. Prospective offices are determined at random and asked pertinent questions.

Anthem conducted surveys on 20 general dentists and 20 specialists. Due to COVID-19 closures and reopening, provider offices are backlogged with patients, which is driving longer appointment availability times than usual.

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