

Provider resource guide: 24-hour availability requirements

Primary medical providers who participate in the Indiana PathWays for Aging program are required to provide or arrange coverage of services 24 hours a day, 7 days a week.

A primary medical provider (PMP) or a designated provider must provide live voice service coverage for member phone calls after normal business hours. A designated provider (e.g., a nurse practitioner) is another provider who maintains accessibility for patients when their PMP is not available.

PMPs should establish a system that ensures members can contact them or their designated provider(s) through a toll-free phone number 24 hours a day, 7 days a week.

To be considered compliant, PMPs must ensure 24-hour coverage by themselves or their designated provider and provide instructions for life-threatening situations via one of the following approaches:

- Providing live voice coverage after normal business hours
- Designating an employee to provide voice coverage
- Hiring an answering service and/or a shared-call system with other medical providers

PMPs also must provide appropriate direction in instances when calling **911** or the nearest emergency department is in the best interest for the member's care.

For more information on provider rights and responsibilities, please see Chapter 5 of the [Humana Healthy Horizons® in Indiana Provider Manual](#).



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