

### Access to Care In-Service (2025) - Quiz

Question 1: What is the required time frame for a provider to return an urgent call during business hours?

- A. 1 hour
- B. 30 minutes
- C. 2 hours
- D. 15 minutes

Question 2: How soon must a missed appointment be rescheduled?

- A. 24 hours
- B. 72 hours
- C. 48 hours
- D. 1 week

Question 3: What must an after-hours voicemail include to be compliant?

- A. Office hours only
- B. A callback number and 30-minute callback statement
- C. A message to call 911
- D. A list of services

Question 4: What is the maximum time allowed for a patient to wait in the office before being seen?

- A. 15 minutes
- B. 45 minutes
- C. 30 minutes
- D. 60 minutes

Question 5: What is the required response time for urgent appointment availability for Specialty Care Providers?

- A. 24 hours
- B. 48 hours
- C. 72 hours
- D. 96 hours

Question 6: Why is responding to the Appointment Availability Survey important?

- A. It helps schedule vacations
- B. It affects compliance scores
- C. It is optional
- D. It is used for marketing

Question 7: What is the standard for rescheduling a missed appointment?

- A. Within 24 hours
- B. Within 48 hours
- C. Within 72 hours
- D. Within 1 week