

Timeliness of Access to Care Standards

Provider Type	Appointment Type	Access Standard
PCP, Specialist	Emergency	Immediately seen or referred to an emergency facility
PCP, Specialist	Urgent Care	Within 48 hours
PCP, Specialist	Routine Care	Within 21 calendar days Exceptions are permitted at specific times when PCP capacity is temporarily limited.
PCP	After-Hours Care	24 hours day, 7 days per week A live person, recording, or auto attendant will direct enrollee in the case of a true emergency to call 911 or go to the nearest emergency room. An on-call physician is available after-hours.
PCP	Early Periodic Screening, Diagnostic, and Treatment (EPSDT) Services	Must be scheduled in accordance with EPSDT guidelines and the EPSDT Periodicity Schedule.
PCP	Supplemental Security Income (SSI)	SSI enrollees must be encouraged to schedule an appointment with a PCP or specialist who manages the enrollee's care within 45 calendar days of initial enrollment.
PCPs and Specialists that Provide Prenatal Care	Initial Prenatal Care	Within 14 calendar days of pregnancy confirmation

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