

Maryland (MD) - Timely access to care

Providers in our network are required to have appointment availability within specified time frames.

Chart of Waiting Time Standards and UHC Median Wait Time

<b>Network Waiting Time Standards (Choice, Navigate, Core, Options PPO, OCI Gated)</b>	<b>MD Wait Time Requirement</b>	<b>UHC Median Wait Time</b>
Urgent care for medical services	72 hours	33 hours
Inpatient urgent care for mental health services	72 hours	0
Inpatient urgent care for substance use disorder services	72 hours	0
Outpatient urgent care for mental health services	72 hours	22 hours
Outpatient urgent care for substance use disorder services	72 hours	25 hours
Routine primary care	15 calendar days	1 days
Preventive care/well visit	30 calendar days	4 days
Non-urgent specialty care	30 calendar days	30 days
Non-urgent mental health care	10 calendar days	2 days
Non-urgent substance use disorder care	10 calendar days	2 days

<b>Waiting Time Standards (OCI Exchange)</b>	<b>MD Wait Time Requirement</b>	<b>UHC Median Wait Time</b>
Urgent care for medical services	72 hours	24 hours
Inpatient urgent care for mental health services	72 hours	0
Inpatient urgent care for substance use disorder services	72 hours	0
Outpatient urgent care for mental health services	72 hours	22 hours
Outpatient urgent care for substance use disorder services	72 hours	25 hours
Routine primary care	15 calendar days	1 days
Preventive care/well visit	30 calendar days	2 days

Non-urgent specialty care	30 calendar days	14 days
Non-urgent mental health care	10 calendar days	2 days
Non-urgent substance use disorder care	10 calendar days	2 days