

Maryland Community Plan: Access and availability requirements

The Maryland Department of Health (MDH) has standards for appointment availability and access to after-hours care. To help ensure that network UnitedHealthcare Community Plan health care professionals meet these standards, we conduct quarterly surveys with members of these plans.

Please see the following standards for each practice area:



Primary care providers (PCPs)

Appointment scheduling for PCPs in internal medicine, family practice and pediatrics

- Emergency services: Immediate
- Urgent services: 48 hours
- Routine and preventive care: 30 days
- Child wellness assessments: 30 days

After-hours phone standards

- You must have a medically necessary emergency telephone service 24 hours per day, 7 days a week
- You must have a phone message or answering service that instructs members



Obstetrics

Appointment scheduling

- New prenatal patient: 10 days



Specialty

Appointment scheduling

- New patient routine: 30 days
- Existing patient follow-up: 30 days

If you don't meet these standards

We periodically perform surveys to help ensure you meet these standards. If we find that you don't meet 1 or more of the standards, we'll perform an audit to notify you. After 60 days, we'll perform another survey to verify compliance.



Questions?

Please contact Provider Services at **866-815-5334**.

Resources

For more information, please see the following Code of Maryland Regulations:

- [Access Standards: Clinical and Pharmacy Access](#)
- [Emergency Services Access](#)

You can also see more information about Maryland Medicare access and availability standards on page 20 of the [2023 Care Provider Manual](#).