

**MEDICAID MANAGED CARE FINAL RULE
 TIMELY ACCESS STANDARDS**

Proposed Implementation Date: July 1, 2018

| Provider Type | Non-Urgent Services |
|---------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Primary Care (adult and pediatric) | Within 10 business days to appointment from request |
| Specialty Care (adult and pediatric) | Within 15 business days to appointment from request |
| Obstetrics/Gynecology (OB/GYN) | Determined by beneficiary access to OB/GYN provider as primary care provider or specialist: <i>Primary Care:</i> Within 10 business days to appointment from request <i>Specialty Care:</i> Within 15 business days to appointment from request |
| Pharmacy | <i>Request for prior authorization made via telecommunication:</i> The greater of 24 hours or one business day response. <i>Emergency situation:</i> Dispensing of at least a 72-hour supply of a covered outpatient drug. |
| Mental Health – Non-Physician (adult and pediatric) | Within 10 business days to appointment from request |
| Substance Use Disorder Outpatient Services | Within 10 business days to appointment from request* |
| Substance Use Disorder Opioid Treatment Programs | Within 3 business days to appointment from request* |
| Pediatric Dental | <i>Routine Appointment:</i> Within 4 weeks to appointment from request. <i>Specialist Appointment:</i> Within 30 business days to appointment from request. |
| Skilled Nursing Facility/ Intermediate Care Facility | Within 7 business days of request* |

*Proposed standard. These services currently do not have a timely access requirement.