



Network Notification

Notice Date: May 22, 2026
To: TRICARE Prime Demo Providers
From: CareSource Military & Veterans
Subject: Access and Availability | After Hours Standard Change
Effective Date: July 1, 2026

Summary

As a reminder, Primary Care Managers (PCMs) must provide 24-hour availability to their TRICARE Prime® Demo by CareSource Military & Veterans™ (CSMV) beneficiaries by telephone. Whether through an answering machine or a taped message used after hours, beneficiaries should be given the means to contact their PCM or a back-up provider to be triaged for care. It is not acceptable to use a phone message that does not provide access to you or your back-up provider and only recommends emergency department use for after hours.

Effective July 1, 2026, this standard will expand to include mental health (MH) providers. MH providers may refer their beneficiaries to the 988 Suicide & Crisis Hotline if a provider is not available for the call.

Impact

MH providers should ensure they have the appropriate after hours messaging in place for patients to be triaged for care.

Related Information

CSMV promotes access to care by partnering with health care providers to ensure beneficiaries receive the best possible health care services. This includes evaluation of the availability, accessibility, and acceptability of services rendered to beneficiaries by participating providers. CSMV expects network providers to have procedures in place to see beneficiaries within time frames established by the National Committee for Quality Assurance (NCQA), regulatory bodies (such as the Centers for Medicare & Medicaid Services [CMS]), and plan contracts that are no less (in number of scope) than the hours offered to non-TRICARE Prime Demo beneficiaries. Ensuring coverage 24/7 that allows beneficiaries to speak with a practitioner is important for them to receive appropriate care and maintain their health.

Resources

CSMV has prepared resources and training to support your understanding of the standards.

- Take the training on [HealthPlanResources.com](https://www.healthplanresources.com) or refer to the Provider Portal and select the "Timely Access to Care" training from the course catalog.
- View our [Access to Care and After-Hours Standards flier](#).

Questions?

Contact Provider Services at 1-833-230-2170. We are available Monday through Friday from 8 a.m. to 6 p.m. Eastern Time (ET).