



Provider Manual Addendum Access & Availability Changes

Effective <July 1, 2026>, the National Committee for Quality Assurance (NCQA) standard for after hours will be changing. Please review the outlined changes below. The changes will be updated in the Georgia Marketplace Provider Manual in the next annual review.

The following will be updated in the current [Georgia Marketplace Provider Manual](#):

On page 61:

- Adding a note that the update to after-hours standard is effective July 1, 2026.
- Adding Behavioral Health (BH) providers to this standard wherever Primary Care Providers (PCPs) are also mentioned.
- Adding a disclaimer that BH providers may refer their patients to the 988 Suicide & Crisis Hotline if a provider is not available for the call.

On page 64:

- Adding BH providers to this standard wherever PCPs are also mentioned.

On page 83:

- Adding a note that the update to after-hours standard is effective July 1, 2026.
- Adding Behavioral Health (BH) providers to this standard wherever Primary Care Providers (PCPs) are also mentioned.
- Adding a disclaimer that BH providers may refer their patients to the 988 Suicide & Crisis Hotline if a provider is not available for the call.

Please contact Provider Services at **1-833-230-2099 (TTY: 711)**, available Monday through Friday, 8 a.m. to 6 p.m. Eastern Time with any questions.