



NETWORK *Notification*

Notice Date: March 11, 2021
To: Georgia Providers
From: CareSource
Subject: Annual Access & Availability Standard Requirements

Summary

CareSource would like to remind providers of annual access and availability standard requirements. Participating providers are expected to have procedures in place to see patients within set timeframes and to offer office hours to their CareSource Medicaid and Marketplace patients that are at least the equivalent of those offered to any other patient.

Please reference the [Access & Availability Standards Flier](#) for more information on the required timeframes.

Questions?

For questions on how access and availability requirements, please contact Provider Services.

- Medicaid: **1-855-202-1058** (Monday through Friday, 7 a.m. to 7 p.m. Eastern Standard Time)
- Marketplace: **1-833-230-2155** (Monday through Friday, 7 a.m. to 7 p.m. Eastern Standard Time)

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DCH Approved: 3/8/21