



ACCESS TO CARE AND AFTER-HOURS STANDARDS



CareSource promotes access to care by partnering with health care providers to ensure our members receive the best possible health care services. It includes evaluation of the availability, accessibility and acceptability of services rendered to patients by participating providers. CareSource expects network providers to have procedures in place to see patients within the following time frames and to offer office hours to their CareSource patients that are no less (in number or scope) than those offered to non-CareSource patients. Ensuring 24/7 coverage that allows your patients to speak with a practitioner is important for them to receive appropriate care and maintain their health.

Please keep in mind the following access standards for each level of care:

PRIMARY CARE PROVIDERS (PCPs)

Appointment Type	Ohio MyCare/D-SNP Standard ¹
Routine Care	Within 30 business days
Non-Urgent Sick Primary Care	Within 3 calendar days
Urgent Needs	24 hours, 7 days/week
Emergency Needs	24 hours, 7 days/week

NON-PCP PROVIDERS (SPECIALISTS)

Appointment Type	Ohio MyCare/D-SNP Standard ¹
Specialty Care	Within 6 weeks
Urgent Needs	Not to exceed 48 hours
Emergency Needs	24 hours, 7 days/week

DENTAL PROVIDERS

Appointment Type	Ohio MyCare/D-SNP Standard ¹
Regular Care	Not to exceed 6 weeks
Urgent Needs	24 hours, 7 days/week

OBSTETRICS

Appointment Type	Ohio MyCare/D-SNP Standard ¹
First or Second Trimester	First appointment within 7 calendar days; follow-up appointments no more than 14 calendar days
Third Trimester or High-Risk Pregnancy	Within 3 calendar days

BEHAVIORAL HEALTH (BH) PROVIDERS, PRESCRIBING & NON-PRESCRIBING

Appointment Type	Ohio MyCare/D-SNP Standard ¹
Routine Office Visit	Within 10 business days or 14 calendar days, whichever is earlier
Follow-Up Routine Care	Not to exceed 30 calendar days
Urgent Needs	24 hours, 7 days/week
Non-Life-Threatening Emergency	Within 6 hours
American Society of Addiction Medicine (ASAM) Residential/Inpatient Services – 3:3.1,3.5,3.7	Within 48 hours of request
ASAM Medically Managed Intensive Inpatient Services – 4	24 hours, 7 days/week
Emergency Needs	Seen Immediately

¹Providers should see members as expeditiously as the member's condition and severity of symptoms warrant. It is expected that if a provider is unable to see the member within the designated time frame, CareSource will facilitate an appointment with another participating provider, or a non-participating provider, when necessary.

Update to After-Hours Standard Effective July 1, 2026: PCP and BH providers must provide 24-hour availability to their CareSource patients by telephone. Whether through an answering machine or a taped message used after hours, patients should be given the means to contact their PCP/BH* provider 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.

*BH providers may refer their patients to the 988 Suicide & Crisis Hotline or the CareSource Crisis line at 1-855-202-1087 (TTY: 711) if a provider is not available for the call.

For the best interest of our members and to promote their positive health care outcomes, CareSource supports and encourages continuity of care and coordination of care between medical care providers, as well as between physical and behavioral health providers.

Talking to Patients

CareSource regularly provides education to our members about appropriate use of services. Partnering with you gives us the opportunity to educate members about how to access the right care to meet their needs and remind them to:

- Contact their PCP/BH provider first for non-emergency situations.
- Visit an urgent care to be seen quickly when a PCP cannot be reached.
- Consider visiting retail health clinics that are open late and on weekends.
- Visit a PCP for routine care, not the emergency department.

Nurse Advice Line

CareSource helps members decide where to go for care when they are unsure. Your patients can call our 24-Hour Nurse Advice Line at 1-866-206-7861 (TTY: 1-833-711-4711 or 711) and a nurse will help them make the decision. Members can call 24 hours a day, seven days a week at no cost.



Questions? Please contact Provider Services at 1-800-488-0134 Monday through Friday from 8 a.m. to 6 p.m., Eastern Time (ET)

Thank you for partnering with CareSource!