



# NETWORK *Notification*

**Notice Date:** September 25, 2023  
**To:** Ohio MyCare Providers  
**From:** CareSource  
**Subject:** Providers Access Standard Requirements for Primary Care Provider and Behavioral Health  
**Effective Date:** Sept. 1, 2023

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## Summary

CareSource has a comprehensive quality program to help 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.

## Importance

CareSource expects participating providers to have procedures in place to see patients within the timeframes listed below. These specifications are specific to Ohio MyCare line of business.

## Primary Care Providers

Current Language in Provider Procedure	Updated Language in Provider Procedure
Emergency Needs and Urgent Care	Immediately upon presentation
Medical attention required, but not an emergency	Not to exceed seven business days
Routine and preventive care	Not to exceed 30 business days

As a Behavioral Health provider, it is critical to ensure access and availability to those in need. Below are updated verbiage that must be included in your procedures to ensure access and availability.

## Behavioral Health

Current Language in Provider Procedure	Updated Language in Provider Procedure
Emergency Needs and Urgent Care	Immediately upon presentation
Medical attention required, but not an emergency	Not to exceed seven business days
Routine and preventive care	Not to exceed 30 business days

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