

TIMELY ACCESS TO CARE: ACCESS & AVAILABILITY

INDIANA MEDICAID
ACCESS STANDARDS AND SURVEY QUESTIONS

PROVIDER EDUCATION SERIES

How is the Audit Measured?

Indiana Medicaid Access Standards[2]

	APPOINTMENT TYPE	MEDICAID STANDARDS
1 PRIMARY MEDICAL PROVIDER (PMP) & SPECIALIST APPOINTMENT AVAILABILITY	**PMP**	
	Regular/routine care	14 calendar days
	Urgent needs[1]	48 hours
	Emergency needs	Seen immediately
	NON-PMP (SPECIALIST)	
	Regular/routine care	30 calendar days
	Urgent needs[1]	48 hours
	Emergency needs	Seen immediately
	DENTAL	
	Regular/routine care	6 weeks
	Urgent needs[1]	48 hours

[1] Providers should see members as expeditiously as the member's condition and severity of symptoms warrants. 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.

[2] Please refer to your Provider Manual or CareSource representative for the most up-to-date Access Standards.

How is the Audit Measured?

Indiana Medicaid Access Standards[2]

	APPOINTMENT TYPE	MEDICAID STANDARDS
2 BEHAVIORAL HEALTH (BH) APPOINTMENT AVAILABILITY	**PRESCRIBING AND NON-PRESCRIBING**	
	Initial visit routine care	10 business days
	Follow-up routine care	30 calendar days
	Follow-up after discharge	Within 7 days of discharge
	Urgent needs[1]	48 hours
	Non-life-threatening emergency	Not to exceed 6 hours
	Emergency needs	Seen immediately
3 PMP & BH AFTER HOUR AVAILABILITY	**PMP/BH AND BACK-UP PROVIDER**	
	Telephone access	24 hours, 7 days/week
	Effective July 1, 2026: PMP and BH providers must provide 24-hour availability to your 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 PMP or 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 Indiana Medicaid Crisis line (1-833-227-3464) if a provider is not available for the call.	

[1] Providers 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.

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A&A AUDIT QUESTIONS & PASS/FAIL RESPONSES

01 PMP & NON-PMP/SPECIALIST APPOINTMENT AVAILABILITY

Appointment Type	Question	Response Options PASS	FAIL
Regular/Routine Care	*The provider is required to schedule routine appointments within <INSERT STANDARD> of the patient's request. If a patient calls for a routine visit, would you be able to see them within <INSERT STANDARD>?*	**YES**	**NO**
	Can another CareSource provider within the same office see the patient within <INSERT STANDARD>?	**YES**	**NO**
Non-Urgent Sick Primary Care	*If I needed to make an appointment for a non-urgent/sick primary care visit, would I be able to obtain an appointment within <INSERT STANDARD>?*	**YES**	**NO**
	Can another CareSource provider within the same office see the patient within <INSERT STANDARD>?	**YES**	**NO**
Urgent Needs	*Could I obtain an urgent appointment within <INSERT STANDARD>, meaning within <INSERT # of business days>? For example, if I had experienced an asthma attack within the last 24 hours.*	**YES**	**NO**
	If <provider> is unavailable, would I be able to schedule with another provider in the practice in place of <provider>?	**YES**	**NO**
Emergency Needs	*What would you tell a caller in an emergency situation?*	**Hang up and dial 911.** **Go to the nearest emergency room.** **Go to an urgent care center.** **Same day appointment/can be seen immediately.** *(Correct response is at least one of the above to pass)*	**Stay on the line to be connected to on-call provider.** **Leave your name/number, someone will call you back.** **Provide another number to contact physician.** **Doctor or on-call physician can be paged.** **Other (doesn't fit in any above response).** **Don't know.** **No answer/refuses.**

A&A AUDIT QUESTIONS & PASS/FAIL RESPONSES

01 DENTAL SPECIALIST APPOINTMENT AVAILABILITY

Appointment Type	Question	Response Options PASS	FAIL
Regular/Routine Care	*The provider is required to schedule routine appointments within <INSERT STANDARD> of the patient's request. If a patient calls for a routine visit, would you be able to see them within <INSERT STANDARD>? Example: teeth cleaning or annual x-ray.*	**YES**	**NO or Provider does not offer this service to members.**
	Can another CareSource provider within the same office see the patient within <INSERT STANDARD>?	**YES**	**NO**
Urgent Needs	*The provider is required to schedule urgent care appointments within <INSERT STANDARD> of the patient's request. If a patient calls saying he/she is having severe tooth pain, can you see them the day they called or at least by the next day? Example: severe tooth pain.*	**YES**	**NO or Provider does not offer this service to members.**
	Can another CareSource provider within the same office see the patient within <INSERT STANDARD>?	**YES**	**NO**

A&A AUDIT QUESTIONS & PASS/FAIL RESPONSES

02 PRESCRIBING AND NON-PRESCRIBING BEHAVIORAL HEALTH (BH) APPOINTMENT AVAILABILITY

Appointment Type	Question	Response Options PASS	FAIL
Initial Care	*Initial care appointments for new patients are required to be made within <INSERT STANDARD> of the member contacting your group. If a patient calls for a new patient appointment, would you be able to see them within <INSERT STANDARD>, including walk-in or telehealth appointments?*	**YES**	**NO or Provider does not offer this service to members**
Follow-Up Routine Care	*Follow-up care appointments are required to be made within <INSERT STANDARD> of a previous appointment if medically necessary. If a patient calls for a follow-up appointment, would you be able to see them within <INSERT STANDARD> when medically necessary, including walk-in appointments or telehealth, with any BH professional?*	**YES**	**NO or Provider does not offer this service to members**
Urgent Needs	*Urgent care appointments are required to be made within 48 hours of the member contacting your group with a need. If a patient calls in with an urgent care crisis, would you be able to treat them within <INSERT STANDARD>, including walk-in or telehealth appointments?*	**YES** **Stay on the line and connect with 911.** **Connect with the group's triage line for same-day evaluation by a BH clinician.** **Facilitate evaluation at the nearest emergency room.** **Facilitate evaluation at a BH crisis unit.** **Facilitate linkage with same day services through a BH mobile crisis line/team** *(Correct response is at least one of the above to pass)*	**NO**
Non-Life-Threatening Emergency	*Non-life-threatening emergency appointments are required to be made within <INSERT STANDARD> of the member contacting your group in a need. If the patient calls in with a non-life-threatening emergency, would you be able to treat them within <INSERT STANDARD>, including walk-in or telehealth appointments?*		
Emergency Needs	*Providers are expected to have standard operating procedures for handling life-threatening emergency service requests. How do you respond to a life-threatening emergency BH situation?*		

A&A AUDIT QUESTIONS & PASS/FAIL RESPONSES

03 PMP AFTER-HOURS AVAILABILITY

Access Type	Question	Response Options PASS	FAIL
Live Person	*If a caller needs to speak with a physician, what ways do you have of reaching <Dr. X> or an on-call physician?*	**Advice nurse or answering service can contact physician.** **Physician can be paged.** **Physician can be reached at a different number.** **This is the physician.**	**There is no way to contact physician.** **Other reason.** **Don't know.**
	Can <Dr. X> or an on-call physician return a call regarding an urgent matter within 20 minutes?	**YES**	**NO** **There's no way to contact the physician.** **Don't know.**
Recording/Auto-Attendant	*Does the recording/auto-attendant provide contact information for after-hours access for the physician or provide a time frame in which the call will be returned?*	**Yes, gives another phone number or pager to contact physician or an on-call physician.** **Yes, leave a message and you will receive a phone call same day.** **Yes, leave a message and you will receive a phone call (no specific time given).** **BH providers only: Yes, advises patient to call the 988 Suicide & Crisis Hotline if a provider is not available to take the call.**	**Yes, leave a message and you will receive a phone call the next business day.** **No contact information given.** **Other.**

Tips for Success

Regular/Routine Care Appointments

Barrier/Question:	*Tips to Improve:*
The doctor in my practice has limited availability during the week (e.g., two days/week) or is unable to meet the time frames in the standards.	It is acceptable to schedule the patient with another provider in your practice to meet the standard requirement. If your practice has telehealth capabilities, inform the patient of this option as it is also acceptable for meeting the standard.
The doctor is no longer with my practice.	This is an example of the importance of having your information up-to-date to avoid unnecessary audit calls. The next slide in this training explains how to update your practice information. You may contact your Health Partner representative if you need assistance.
Closure during the holidays causes delays in meeting time frames.	Standard time frames are required even during holidays. Consider partnering with another provider office to serve as a back-up for when your office closes.

Urgent Care Appointments

Barrier/Question:	*Tips to Improve:*
The practice is unable to meet the time frames in the standards.	Consider evaluating ways to build in more flexibility within your daily schedule to accommodate urgent care needs.
What is the definition of an urgent care visit?	An appointment for services that require prompt attention and necessary care for unexpected illness or injury.
We have walk-in hours. Will this pass the standard?	Yes, walk-in hours are acceptable for urgent care.
What should we do to meet the standard if we are closed on Fridays?	It is acceptable to meet the standard by seeing the patient on the same day, sending patient direct to urgent care center, or offering the patient an alternate provider.

Emergency Care Appointments

Barrier/Question:	*Tips to Improve:*
My practice is unable to meet the time frames in the standards.	It is acceptable to advise the patient to go to an urgent care facility as this will meet the standard.
My office staff cannot advise how to treat an emergency.	Offering to triage the patient is considered a passing response. This would include asking the patient to stay on the line to be connected to an on-call provider.

After Hours Access

Barrier/Question:	*Tips to Improve:*
How did my practice fail the live person measures?	Ensure that your answering service is aware of the access and availability audit and has knowledge of current access standards.
Our office is small and not able to provide after-hours access to a provider.	It is acceptable to include a number to reach an on-call provider, but your practice doesn't have to be open for operation after office hours.
Our behavioral health office is unable to field phone calls outside business hours.	It is acceptable to advise patients to call the 988 Suicide & Crisis Hotline.
Why did I fail if my office has an auto-attendant in place and offers a way to reach the provider after hours as well as emergency directions?	It is possible that your recording was not working properly when the audit was conducted. Check your after-hours number to confirm it is working currently and correct the recording if there is an error.

Messages from Press Ganey may be returned by calling the provider line at 1-800-588-1659

THANK YOU!

This training material was developed with the goal of collaborating with you to deliver a high standard of care to your patients.

You may find a list of the Access and Availability standards on our website.

Visit **HealthPlanResources.com** for additional training opportunities

PARTNER with *Purpose*

IN-MED-P-5462752; First Use: 7/24/2026

OMPP Approved: 7/24/2026