



NETWORK *Notification*

Notice Date: May 29, 2026
To: Indiana Marketplace and Medicaid Providers
From: CareSource
Subject: Access and Availability | After Hours Standard Change
Effective Date: July 1, 2026

Summary

As a reminder, Primary Care Providers (PCPs)/Primary Medical Providers (PMPs) 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/PMP 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.

Effective July 1, 2026, this standard will expand to include Behavioral Health (BH) providers. BH providers may refer their patients to the 988 Suicide & Crisis Hotline if a provider is not available for the call.

Impact

BH providers should ensure they have the appropriate after hours messaging in place for patients to be triaged for care.

Related Information

CareSource promotes access to care by partnering with health care providers to ensure members receive the best possible health care services. This includes evaluation of the availability, accessibility, and acceptability of services rendered to members by participating providers. CareSource expects network providers to have procedures in place to see patients within time frames established by the National Committee of Quality Assurance (NCQA), regulatory bodies (such as the Centers for Medicare & Medicaid Services [CMS]), and plan contracts that are no less (in number or scope) than the hours offered to non-CareSource members. Ensuring coverage 24/7 that allows patients to speak with a practitioner is important for them to receive appropriate care and maintain their health.

Resources

CareSource has prepared resources and training to support your understanding of the standards.

- Take the training on [HealthPlanResources.com](https://www.healthplanresources.com) or refer to the Provider Portal and select the "Timely Access to Care" training from the course catalog.

Questions?

Contact Health Partner Services at the appropriate number below for questions.

- Marketplace: **1-833-230-2101**
- Medicaid: **1-844-607-2831**

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