



Network Notification

Notice Date: June 13, 2019
To: Indiana Medicaid Providers
From: CareSource
Subject: Access Standards Update

Summary

CareSource is informing you of updated behavioral health access standards, which we are aligning to the requirement supported by Consumer Assessment of Healthcare Providers and Systems (CAHPS). The current edition of the Provider Manual does not reflect this standard.

Impact

The current Indiana Provider Manual has listed a 14 calendar day timeframe as the standard for “Non-PCP Specialists”/Behavioral Health providers to see patients for an initial routine care visit. The revised timeframe Behavioral Health providers should see patients for an initial routine visit is within **10 business days**.

Please see the grid below to review CareSource’s access standards for Indiana Marketplace and Medicaid plans, including the most recent update.

Primary Care Physicians (PCP)

| Patients with... | Should be seen... |
|--------------------------------|--|
| Emergency needs | Immediately upon presentation |
| Urgent care* | No later than the end of the following working day after the patient’s initial contact with the PCP site |
| Regular and routine care needs | Not to exceed 6 weeks |

Non-PCP Specialists

| Patients with... | Should be seen... |
|--------------------------------|-------------------------------|
| Emergency needs | Immediately upon presentation |
| Urgent care* | Not to exceed 48 hours |
| Regular and routine care needs | Not to exceed 12 weeks |

Behavioral Health Specialists

| Patients with... | Should be seen... |
|--------------------------------|--|
| Emergency needs | Immediately upon presentation |
| Non-life threatening emergency | Not to exceed 6 hours |
| Urgent care* | Not to exceed 48 hours |
| Initial visit for routine care | Not to exceed 10 business days |
| Follow-up routine care | Not to exceed 30 calendar days based off the condition |

*A member should be seen as expeditiously as the member’s condition warrants based on severity of symptoms. It is expected that if a provider is unable to see the member within the appropriate timeframe, CareSource will facilitate an appointment with a participating provider or a nonparticipating provider, if necessary.

The correction will be made to these standards in the Indiana Provider Manual when the next edition is published.

Questions?

For questions, please contact Provider Services at **1-866-286-9949** (8 a.m. to 6 p.m. Eastern Standard Time, Monday through Friday).

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