



**Notification Date:** April 18, 2017  
**To:** IN, KY, OH and WV Marketplace Health Partners  
**From:** CareSource®  
**Subject:** Health Partner Manual Addition & Revisions - Access Standards

CareSource has a comprehensive quality program to ensure our members receive the best possible health care services. It includes the evaluation of the availability, accessibility and acceptability of services rendered to patients by participating health partners.

Please note, the following access standards have been added or updated in the March 2017 CareSource Marketplace plans health partner manual.

**Primary Care Providers (PCPs)**

Type of Visit	Should be seen...
Emergency needs	Immediately upon presentation
Urgent care*	Not to exceed 48 hours
Regular and routine care	Not to exceed 6 weeks

**Non-PCP Specialists**

Type of Visit	Should be seen...
Emergency needs	Immediately upon presentation
Urgent care*	Not to exceed 48 hours
Regular and routine	Not to exceed 12 weeks

**Behavioral Health**

Type of Visit	Should be seen...
Emergency needs	Immediately upon presentation
Non-life threatening emergency	Not to exceed 6 hours
Initial visit for routine care	Not to exceed 14 calendar days

Follow-up routine care	Not to exceed 30 calendar days based off the condition
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\*A member should be seen as expeditiously as the member's condition warrants based on severity of symptoms. If a health partner is unable to see the member within the appropriate time frame, CareSource will facilitate an appointment with a participating health partner or a non-participating health partner, if necessary.