



ACCESS TO CARE AND AFTER-HOURS STANDARDS

CareSource® promotes access to care by partnering with health care providers to 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.

CareSource expects network providers to have procedures in place to see patients within these following time frames and to offer office hours to their CareSource patients that are no less (in number or scope) than those offered to any other patient. Ensuring 24/7 coverage that allows your patients to speak with a practitioner is important for them to receive appropriate care and maintain their health.

Please keep in mind the following access standards for each level of care:

Primary Care Providers (PCPs)

Appointment Type	Marketplace Standard ¹
Routine/Preventive Visit	Not to exceed 15 business days
Urgent Care	Within 48 clock hours
Emergency care	Immediately upon presentation

Non-PCP Providers (Specialists)

Appointment Type	Marketplace Standard ¹
Routine Specialist Care	Within 30 business days
Urgent Care Providers	Not to exceed 24 hours
Emergency Needs	Immediately upon presentation

Dental Providers

Appointment Type	Marketplace Standard ¹
Regular/Routine Care	6 weeks
Urgent Needs	48 clock hours

Behavioral Health (BH) Providers, Prescribing & Non-Prescribing

Appointment Type	Marketplace Standard ¹
Initial Visit for Routine Care	10 business days
Follow-Up Routine Care	30 calendar days
Urgent Needs	48 hours
Non-Life-Threatening Emergency	Not to exceed 6 hours
Emergency Needs	Seen immediately

¹Providers 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.

Update to After-Hours Standard Effective July 1, 2026: PCP and BH providers (only) 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 PCP/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 (ED) use for after hours.

*BH providers may refer their patients to the 988 Suicide & Crisis Hotline if a provider is not available for the call.



Talking to Patients

CareSource regularly provides education to our members about appropriate use of services. Partnering with you gives us the opportunity to educate members about how to access the right care to meet their needs and remind them to:

- Contact their PCP/BH provider first in non-emergency situations.
- Visit an urgent care to be seen quickly when a PCP cannot be reached.
- Consider visiting retail health clinics or convenience care clinics that are open late and on weekends.
- Visit a PCP for routine care, not the emergency department.

Nurse Advice Line

CareSource helps members decide where to go for care when they are unsure. Your patients can call our 24-Hour Nurse Advice Line, and a nurse will help them make the decision. Members can call 24 hours a day, seven days a week at no cost.

Marketplace Plan	24-Hour Nurse Advice Line
Georgia	1-833-687-7342
Indiana	1-866-206-7880
Nevada	1-833-687-7378
Ohio	1-866-206-4240
West Virginia	1-866-206-0701
Wisconsin*	1-833-687-7394

*Plans issued by Common Ground Healthcare Cooperative



Questions?

Please contact Provider Services Monday through Friday from 8 a.m. to 6 p.m., at 1-833-230-2101 if you have any questions.

Thank you for partnering with CareSource!