



**Provider Manual Addendum
Access & Availability Changes**

Effective July 1, 2026, the National Committee for Quality Assurance (NCQA) standard for after hours will be changing. Please review the outlined changes below. The changes will be updated in the CareSource Dual Advantage Provider Manual in the next annual review.

The following will be updated in the current CareSource Dual Advantage Provider Manual:

On pages 89 and 90:

- Adding a note that the update to after-hours standard is effective July 1, 2026
- Adding Behavioral Health (BH) providers to this standard wherever Primary Care Providers (PCPs) are also mentioned.

On page 106:

- Adding a note that the update to after-hours standard is effective July 1, 2026
- Adding BH providers to this standard wherever PCPs are also mentioned.
- Adding a disclaimer that BH providers may refer their patients to the 988 Suicide & Crisis Hotline if a provider is not available for the call.

Please contact Provider Services at **1-833-230-2020 (TTY: 1-833-711-4711 or 711)**, available Monday through Friday, 8 a.m. to 6 p.m. Eastern Time with any questions.

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