



# NETWORK *Notification*

**Notice Date:** January 1, 2024  
**To:** Ohio and Georgia D-SNP Providers  
**From:** CareSource  
**Subject:** D-SNP Access to Care Updates  
**Effective Date:** January 1, 2024

## Summary

Centers for Medicaid and Medicare Services (CMS) codified appointment wait times as standards for primary care services that are the same as the appointment wait times described in the Medicare Managed Care Manual Chapter 4 (and to extend those standards to behavioral health services). CMS reference document can be found [here](#).

## Impact

### Primary Care Providers

Appointment Type/Standards	Current Language Provider Procedure	Updated Language Provider Procedure
Routine/Preventative care	6 Weeks	30 Business Days
Medical attention required, but not an emergency	N/A	7 Business Days
Urgent care	Within 48 clock hours	Immediately Upon Presentation

### Behavioral Health Providers Prescribing & Non-Prescribing

Appointment Type/Standards	Current Language Provider Procedure	Updated Language Provider Procedure
Routine/Preventative care	N/A	30 Business Days
Medical attention required, but not an emergency	N/A	7 Business Days
Urgent care	48 clock hours	Immediately Upon Presentation

## Importance

CareSource expects participating providers to have procedures in place to see patients within the time frames listed below. These specifications are specific to Ohio and Georgia D-SNP line of business.

## Questions?

You can reach us Monday through Friday from 8 a.m. to 6 p.m. Eastern Time (ET) at **1-833-230-2176**.

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