

Maryland: Access and availability requirements

The Maryland Department of Health (MDH) has established standards for appointment scheduling and access to after-hours care for UnitedHealthcare Community Plan members. We conduct quarterly phone surveys aligned with MDH's standards to help support these standards.

Primary care provider (PCP) standards

- Internal medicine, family practice, pediatrics
- Emergency services: immediate
- Urgent services: 48 hours
- Routine and preventive care: 30 days
- Child wellness assessments: 30 days
- After-hours phone service messaging:
 - You must provide medically necessary emergency telephone service 24 hours per day, 7 days a week
 - You must have a phone message or answering service available that instructs members how to contact a provider for urgent or emergency conditions

Obstetrics standards

- Obstetrics new prenatal patient: 10 days

Specialty cardiology, orthopedics, ophthalmology, hematology/oncology standards

- New patient routine: 30 days
- Existing patient follow-up: 30 days

You will be notified if you don't meet standards. We will perform a re-audit 60 business days after the notification date to verify that changes have been made.

Questions?

Standards are outlined in the Code of Maryland Regulations:

- **Access Standards: Clinical and Pharmacy Access**
- **Emergency Services Access**

See the [2021 UnitedHealthcare online administrative guide](#) for more information on access and availability standards.