

# Appointment Standards for the State of Maryland

If you're a care provider contracted with UnitedHealthcare commercial plans, you play an essential role in helping our plan members get the primary, urgent, preventive and specialty care they need when they need it. To help ensure our members have timely access to care, the State of Maryland requires compliance with the following appointment standards:

Type of Service	Standard
Urgent care – including medical, behavioral health and substance use disorder services	Within 72 hours of the member contacting the care provider
Routine primary care	Within 15 days of the member contacting the care provider
Preventive visit/well visit	Within 30 days of the member contacting the care provider
Non-urgent specialty care	Within 30 days of the member contacting the care provider
Non-urgent behavioral health/ substance use disorder services	Within 10 days of the member contacting the care provider

If you have questions, please contact Provider Relations at [md\\_dc\\_provider\\_relations@uhc.com](mailto:md_dc_provider_relations@uhc.com).

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