

Maryland Community Plan: Access and availability requirements

The Maryland Department of Health (MDH) sets guidelines for scheduling appointments and accessing after-hours care. We perform quarterly quality audits to help ensure UnitedHealthcare Community Plan network health care professionals comply with these standards.

Please see the following standards for each practice area:



Primary care providers (PCPs)

Appointment scheduling for PCPs in internal medicine, family practice and pediatrics

- Emergency services: Immediate
- Urgent services: 48 hours
- Routine and preventive care: 30 business days
- Child wellness assessments: 30 business days

After-hours phone standards

- You must have a medically necessary emergency telephone service 24 hours per day, 7 days a week
- If a member contacts you after hours, they must be able to speak with a health care professional who can review the members' symptoms and determine the right place for care.



Obstetrics

Appointment scheduling

- New prenatal patient: 10 business days



Specialty

Appointment scheduling

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

If you don't meet these standards

We perform audits to help ensure you meet these standards. If you don't meet the standards, we'll notify you and re-audit in 60 days to verify compliance.



Questions?

For chat options and contact information, visit our [Contact us](#) page.

Call Provider Services at **866-815-5334**.

Resources

For more information, please see the following Code of Maryland Regulations:

- [Access Standards: Clinical and Pharmacy Access](#)
- [Emergency Services Access](#)

You can also see more information about Maryland Medicare access and availability standards on page 20 of the [2024 Care Provider Manual](#).