

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 provide access to 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?

Connect with us through chat 24/7 in the [UnitedHealthcare Provider Portal](#).

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 [2025 Care Provider Manual](#).