

Appointment Accessibility Availability



	STAR, STAR Health, STAR Kids, STAR+PLUS (Medicaid)	STAR+PLUS Medicare-Medicaid Plan (MMP)	Children's Health Insurance Plan (CHIP)	Wellcare By Allwell (Medicare Advantage)	Ambetter from Superior HealthPlan (HIM)
Primary Care Providers					
Preventive Care Adult (28TAC§11.1607; UMCC 8.1.3.1; UMCM 2.6.36.1; MMDD 2.7.1.12.7; MMCM Ch.4,110.1)	90 calendar days	90 calendar days	90 calendar days	30 calendar days	90 calendar days
Preventive Care Child (28TAC§11.1607; UMCC 8.1.3.1; UMCM 2.6.36.1)	14 calendar days (> 6 months old) 60 calendar days (6 months - 20 years old)	Not specified by HHSC	14 calendar days (> 6 months old) 60 calendar days (6 months - 20 years old)	Not specified by CMS	60 calendar days
Routine Care (28TAC§11.1607; UMCC 8.1.3.1; UMCM 2.6.33.1, 2.6.36.2MMDD 2.7.1.12.3; MMCM CH.4,110.1)	14 calendar days	14 calendar days	14 calendar days	30 calendar days	21 calendar days
Urgent Care (28TAC§11.1607; UMCC 8.1.3.1; UMCM 2.6.33.1, 2.6.36.1; MMDD 2.7.1.12.2; MMCM CH.4,110.1)	24 hours	24 hours	24 hours	24 hours	24 hours
Emergency Care (UMCC 8.1.3.1; UMCM 2.6.33.1, 2.6.36.1; MMDD 2.7.1.12.1; MMCM CH.4,110.1)	Upon member presentation at service delivery site, including at non-network and out-of-area facilities	Upon member presentation at service delivery site, including at non-network and out-of-area facilities	Upon member presentation at service delivery site, including at non-network and out-of-area facilities	Immediately	Upon arrival, including at non-network and out-of-area facilities
Referrals for Specialty Care (28TAC§11.1607; UMCC 8.1.3.2; UMCM 2.6.33.2.9, 2.6.36.2.7)	5 calendar days	30 calendar days	5 calendar days	Not specified by CMS	On a timely basis

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Specialists					
Routine Specialty Care (28TAC§11.1607; UMCC 8.1.3.1; UMCM 2.6.33.1, 2.6.36.1)	21 calendar days	21 calendar days	21 calendar days	Not specified by CMS	21 calendar days
Urgent Care (28TAC§11.1607; UMCC 8.1.3.1; UMCM 2.6.33.1, 2.6.36.1; MMDD 2.7.1.12.2; MMCM CH.4,110.1)	24 hours	24 hours	24 hours	Not specified by CMS	24 hours
Emergency Care (UMCC 8.1.3.1; UMCM 2.6.33.1, 2.6.36.1; MMDD 2.7.1.12.1; MMCM CH.4,110.1)	Upon member presentation at service delivery site, including at non-network and out-of-area facilities	Upon member presentation at service delivery site, including at non-network and out-of-area facilities	Upon member presentation at service delivery site, including at non-network and out-of-area facilities	Not specified by CMS	Upon arrival, including at non-network and out-of-area facilities
Specialty Therapy Evaluation (UMCC 8.1.3.1; UMCM 2.6.33.1, 2.6.36.1)	21 calendar days	Not specified by HHSC	21 calendar days	Not specified by CMS	Not specified by TDI
Initial Prenatal Care (UMCC 8.1.3.1; MMDD 2.7.1.12.6)	5 calendar days for STAR Health; all other products 14 calendar days	14 calendar days	14 calendar days	Not specified by CMS	Not specified by TDI

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	STAR, STAR Health, STAR Kids, STAR+PLUS (Medicaid)	STAR+PLUS Medicare-Medicaid Plan (MMP)	Children's Health Insurance Plan (CHIP)	Wellcare By Allwell (Medicare Advantage)	Ambetter from Superior HealthPlan (HIM)
High-Risk or New Members in 3rd Trimester Initial Prenatal Care (UMCC 8.1.3.1; UMCM 2.6.36.1; MMDD 2.7.1.12.6)	5 calendar days	5 calendar days	5 calendar days	Not specified by CMS	Not specified by TDI
High-Risk or New Members in 3rd Trimester Emergency Prenatal Care (UMCC 8.1.3.1; UMCM 2.6.36.1; MMDD 2.7.1.12.6)	Immediately	Immediately	Immediately	Not specified by CMS	Not specified by TDI
Behavioral Health Providers					
Initial Routine/Outpatient Care (28TAC§11.1607; UMCC 8.1.3.1; UMCM 2.6.33.1, 2.6.36.1; MMDD 2.7.1.12.4)	14 calendar days	14 calendar days	14 calendar days	Not specified by CMS	14 calendar days
Follow-up Routine Care (NCQA)	14 calendar days	14 calendar days	14 calendar days	Not specified by CMS	14 calendar days
Initial Outpatient Care upon discharge from an inpatient psychiatric setting (UMCC 8.1.3.1; UMCM 2.6.33.1)	7 calendar days for STAR Health & STAR Kids; all other products Not specified by HHSC	Not specified by HHSC	Not specified by HHSC	Not specified by CMS	Not specified by TDI

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Urgent Care (28TAC§11.1607; UMCC 8.1.3.1; UMCM 2.6.33.1, 2.6.36.1)	24 hours	24 hours	24 hours	Not specified by CMS	24 hours
Emergency Care (28TAC§11.1607; UMCC 8.1.3.1; UMCM 2.6.33.1 & 2.6.36.1; MMDD 2.7.1.12.1)	Upon member presentation at service delivery site, including at non-network and out-of-area facilities	Upon member presentation at service delivery site, including at non-network and out-of-area facilities	Upon member presentation at service delivery site, including at non-network and out-of-area facilities	Not specified by CMS	Upon arrival, including at non-network and out-of-area facilities
Non-life Threatening Emergency Care (NCQA)	6 hours	6 hours	6 hours	Not specified by CMS	6 hours
All Providers					
Wait Time in Office (CMS CAHPS Survey)	Taken to exam room within 15 minutes of appointment	Taken to exam room within 15 minutes of appointment	Taken to exam room within 15 minutes of appointment	Taken to exam room within 15 minutes of appointment	Taken to exam room within 15 minutes of appointment