

	Medicaid MCO Requirements
PCP	
Emergency Care	same day
Medically necessary care	same day up to two calendar days
Urgent Care appointment	same day up to two calendar days
Routine appointments	within 2 weeks
after hours access	24/7
Office waiting times	<1 hour
Specialist	
Emergency Care	within 24 hours of referral
Medically necessary care	same day
Urgent Care appointment	within 3 calendar days of referral
Routine appointments	within 30 calendar days of referral
Office waiting times	<1 hour
Behavioral Health	
Non-life threatening emergency	within 6 hours
Urgent care	within 48 hours
Initial visit	within 10 business days
Follow up	within 2 weeks
Prenatal Care	
	First trimester within 7 calendar days of 1st request
	Second trimester within 7 calendar days of 1st request
	Third trimester within 3 calendar days of 1st request
	High risk within 3 calendar days or immediate for emergency