

# Attachment I: PY25 Appointment Wait Time Standards – FFE

Provider/Facility Specialty Type	Enrollees must be able to schedule an appointment at least 90% of the time within (includes SADPs*):
Behavioral Health	10 business days
Primary Care (Routine)	15 business days
Specialty Care (Non-urgent)	30 business days

1. Secret shopper surveys to be conducted; CMS sends list of eligible providers to QHP Issuers (09/24).
2. Medical QHP issuers must contract with a 3<sup>rd</sup> party entity, list of vendors is available from CMS; collaboratively create a script from the technical guidance provided ([AWT-SSS-Tech-Guide-QHP-FFE-508.pdf](#)).
3. Surveys are to be conducted for behavioral health and primary care providers for PY25 (01/25 – 05/25)
4. Results to be compiled and uploaded by the 3<sup>rd</sup> party contractor to a secure CMS site (06/25)
5. CMS reviews results and conducts compliance analysis (07/25-12/25)

\*Implementation postponed