

Maryland (MD) – Timely access to care

Providers in our network are required to have appointment availability within specified time frames.

Chart of Waiting Time Standards and UHC Median Wait Time

| Waiting Time Standards for In-Person Visits                |                  | Median Wait Time - Choice/Options/Core |
|--|------------------|--|
| Urgent care for medical services                           | 72 hours         | 24 hours                               |
| Inpatient urgent care for mental health services           | 72 hours         | 24 hours                               |
| Inpatient urgent care for substance use disorder services  | 72 hours         | 24 hours                               |
| Outpatient urgent care for mental health services          | 72 hours         | 93 hours, 30 minutes                   |
| Outpatient urgent care for substance use disorder services | 72 hours         | 65 hours                               |
| Routine primary care                                       | 15 calendar days | 7 days                                 |
| Preventive care/well visit                                 | 30 calendar days | 13 days                                |
| Non-urgent specialty care                                  | 30 calendar days | 8 days                                 |
| Non-urgent mental health care                              | 10 calendar days | 5 days                                 |
| Non-urgent substance use disorder care                     | 10 calendar days | 5 days                                 |

| Waiting Time Standards for In-Person Visits                |                  | Median Wait Time - Gated |
|--|------------------|--------------------------|
| Urgent care for medical services                           | 72 hours         | 24 hours                 |
| Inpatient urgent care for mental health services           | 72 hours         | 24 hours                 |
| Inpatient urgent care for substance use disorder services  | 72 hours         | 24 hours                 |
| Outpatient urgent care for mental health services          | 72 hours         | 94 hours                 |
| Outpatient urgent care for substance use disorder services | 72 hours         | 65 hours                 |
| Routine primary care                                       | 15 calendar days | 7 days                   |
| Preventive care/well visit                                 | 30 calendar days | 13 days                  |
| Non-urgent specialty care                                  | 30 calendar days | 8 days                   |
| Non-urgent mental health care                              | 10 calendar days | 5 days                   |
| Non-urgent substance use disorder care                     | 10 calendar days | 5 days                   |

| Waiting Time Standards for In-Person Visits                |                  | Median Wait Time – IFP Exchange |
|--|------------------|---------------------------------|
| Urgent care for medical services                           | 72 hours         | 24 hours, 30 minutes            |
| Inpatient urgent care for mental health services           | 72 hours         | 24 hours                        |
| Inpatient urgent care for substance use disorder services  | 72 hours         | 24 hours                        |
| Outpatient urgent care for mental health services          | 72 hours         | 91 hours, 30 minutes            |
| Outpatient urgent care for substance use disorder services | 72 hours         | 50 hours, 30 minutes            |
| Routine primary care                                       | 15 calendar days | 7 days                          |
| Preventive care/well visit                                 | 30 calendar days | 12 days                         |
| Non-urgent specialty care                                  | 30 calendar days | 7 days                          |
| Non-urgent mental health care                              | 10 calendar days | 5 days                          |
| Non-urgent substance use disorder care                     | 10 calendar days | 4 days                          |