



# NETWORK *Notification*

**Notice Date:** November 11, 2024  
**To:** Georgia, Indiana, Kentucky, North Carolina, Ohio and West Virginia  
Marketplace Providers  
**From:** CareSource  
**Subject:** Updated 2025 Access Standards  
**Effective Date:** January 1, 2025

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## Summary

The Centers for Medicare & Medicaid Services (CMS) has new Appointment Availability Standards that go into effect January 1, 2025.

## Importance

CareSource has a comprehensive quality program to help ensure our members receive the best possible health care services. It includes evaluation of the availability, accessibility and acceptability of services rendered to patients by participating providers.

The new standards impact primary care providers (PCPs), specialists and behavioral health providers.

Provider Specialty Type	New Appointment Availability Standards
Primary Care (Routine)	Within 15 business days
Specialty Care (Non-urgent)	Within 30 business days
Behavioral Health (Initial Routine)	Within 10 business days

Participating providers are expected to have procedures in place to see patients within these time frames and to offer office hours to their CareSource patients that are at least the equivalent of those offered to any other patient.

## Questions?

Contact Provider Services **1-833-230-2101** or reach out to your Health Partner Representative for any questions.

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Qualified Health Plans offered in North Carolina by CareSource North Carolina Co., d/b/a