

Appointment Accessibility Availability



	STAR, STAR+PLUS, STAR Health, STAR Kids	STAR+PLUS MMP	CHIP	Allwell (Medicare)	Ambetter (HIM)
Preventive Care Adult (28TAC§11.1607; MMDD 2.7.1.12; MMCM, Ch.4, 110. 1)	3 months	90 calendar days	3 months	30 calendar days	3 months
Preventive Care Child (28TAC§11.1607; UMCC 8.1.3.1)	14 calendar days for newborns to 6 months old, 2 months for 6 months to 20 years old	Not specified by HHS	14 calendar days for newborns to 6 months old, 2 months for 6 months to 20 years old	Not specified by CMS	2 months
Routine Care (28TAC§11.1607; UMCC 8.1.3.1; MMDD 2.7.1.12; MMCM, CH.4, 110.1)	14 calendar days	14 calendar days	14 calendar days	30 calendar days	3 weeks
Urgent Care (28TAC§11.1607; UMCC 8.1.3.1; MMDD 2.7.1.12; MMCM, CH.4, 110.1)	24 hours; including urgent specialty care	24 hours; including urgent specialty care	24 hours; including urgent specialty care	Immediately	24 hours
Emergency Care (UMCC 8.1.3.1; MMDD 2.7.1.12; 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; if not emergency or urgently needed within 1 week	Upon arrival, including at non-network and out-of- area facilities
Referrals for Specialty Care (28TAC§11.1607; MMDD 2.7.1.12.5, UMCC 8.1.3.2)	5 calendar days	5 calendar days	5 calendar days	Not specified by CMS	On a timely basis upon request
Routine Specialty Care (28TAC§11.1607; UMCC 8.1.3.1; MMDD 2.7.1.12)	21 calendar days	30 calendar days	21 calendar days	Not specified by CMS	3 weeks

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	STAR, STAR+PLUS, STAR Health, STAR Kids	STAR+PLUS MMP	CHIP	Allwell (Medicare - CMS)	Ambetter (HIM - TDI/NCQA)
High-Risk or 3rd Trimester Routine Prenatal Care (UMCC 8.1.3.1; MMDD 2.7.1.12)	5 calendar days	5 calendar days	5 calendar days	Not specified by CMS	Not specified by TDI
High-Risk or 3rd Trimester Emergency Care (UMCC 8.1.3.1; MMDD 2.7.1.12)	Immediately	Immediately	Immediately	Not specified by CMS	Not specified by TDI
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
Routine Initial Visits and Follow- up Care Behavioral Health Care (NCQA)	10 business days / 14 calendar days	Not specified by HHS	10 business days / 14 calendar days	Not specified by CMS	10 business days / 14 calendar days
Initial Outpatient Behavioral Health Care (UMCC 8.1.3.1; MMDD 2.7.1.12; NCQA)	10 business days / 14 calendar days or within 7 calendar days upon discharge from an inpatient psychiatric setting	14 calendar days	10 business days/ 14 calendar days (does not pertain to CHIP Perinate members)	Not specified by CMS	10 business days / 14 calendar days
Urgent Behavioral Health Care (28TAC§11.1607; NCQA)	24 hours; non-life threatening emergency within 6 hours	24 hours; non-life threatening emergency within 6 hours	24 hours; non-life threatening emergency within 6 hours	Not specified by CMS	24 hours; non-life threatening emergency within 6 hours