

Maryland Physicians Care (MPC) requires providers to be 100% compliant with all HealthChoice access standards. To ensure compliance, MPC and the Maryland Department of Health conduct Access and Accessibility surveys. Your office may receive a call to verify access to appointments for members. Please confirm your office is compliant with the access standards listed below.

Visit Access Requirements			
Initial	Within 90 days of enrollment	Family Planning	Within 10 days of request
Initial Pregnant	Within 10 days of enrollment	GYN	Within 30 days of request
Non-urgent	Within 30 days of request	Prenatal/Postpartum	Within 10 days of request
Annual	Within 30 days of request	Urgent	Within 48 hours
EPSDT	Within 30 days of request	Emergent	same day

Family Practice / Pediatrics / Internal Medicine

Type of Visit	Example Reasons for Appointment	Requirement
Urgent	Urinary Tract Infection Acute Back Pain	Within 48 hours of request
Non-urgent	Chronic Allergy Symptoms Development of Wart	Within 72 hours of request
EPSDT	Re-check Well-child check	Within 30 days of request
Annual	Routine Physical Exam	Within 90 days of request
Initial	New Patient/Member	Within 90 days of request
Emergent	Bee Sting with Hives	Within 24 hours of request

OBGYN

Type of Visit	Example Reasons for Appointment	Requirement
Urgent	No fetal movement x24 hours	Same day
Non-urgent	Non urgent GYN problem	Within 72 hours of request
Prenatal	First prenatal visit <12 weeks	Within 10 days of request
Prenatal	First prenatal visit >12 weeks	Within 3 days of request
GYN	Pap smear/Well Woman	Within 30 days of request
Family Planning	Birth Control	Within 10 days of request
Initial	New Patient/Member	Within 90 days of request

Specialty

Type of Visit	Example Reasons for Appointment	Requirement
Routine Specialty Referral	All specialties except substance abuse within 30 days	Referral within 30 days
Specialty Referral for Substance Abuse	Emergent	Within 6 hours
	Urgent	Within 48 hours
	Routine	Within 10 days