

Medicaid Appointment Standards

General	Specialty	Maternity	Behavioral Health
Emergency Services – Available twenty-four (24) hours a day, seven (7) days a week.	Emergency Services- Immediate	Emergency Services- Immediate	Emergency Services- Within twenty-four (24) hours of request. Immediate treatment for a potentially suicidal individual
Emergency Primary Care Provider (PCP)- Available same day	Urgent Care PCP- Available within forty-eight (48) hours of referral	Initial Prenatal Care- First Trimester- Within three (3) weeks of first request	Routine Care- Within seven(7) calendar days of request
Urgent Care PCP- Available within two(2) calendar days	Routine Care- Available within three(3) weeks of member request	Initial Prenatal Care- Second Trimester- Within seven (7) calendar days of first request	
Routine Care- Available within three (3) weeks of member request		Initial Prenatal Care- Third Trimester- Within three(3) calendar days of first request	
		Initial Prenatal Care- High Risk Pregnancies- Within three (3) calendar days of identification of high risk	