Access to Care and After-Hours Standards



TrueCare™ promotes access to care by partnering with health care providers to 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. Participating providers are expected to have procedures in place to see patients within these time frames, and to offer office hours to their TrueCare patients that are at least the equivalent of those offered to any other patient. Ensuring 24/7 coverage that allows your patients to speak with a practitioner is important for them to receive appropriate care and maintain their health.

Please keep in mind the following access standards for each level of care:

Primary Care Providers (PCPs)

Appointment Type	Medicaid Standard[1]
Well-care visit	Not to exceed 15 business days
Routine sick visit	Not to exceed 7 calendar days with an urgent care visit schedule; otherwise not to exceed 24 hours
PCP urgent care visit	Not to exceed 24 hours

Non-PCP Specialists

Appointment Type	Medicaid Standard[1]
Specialists	Not to exceed 45 calendar days
OB/GYN Routine Care	Not to exceed 15 business days

Dental Care

Appointment Type	Medicaid Standard[1]
Routine visits	Not to exceed 45 calendar days
Urgent care needs	Not to exceed 48 hours

[1]Providers should see members as expeditiously as the member's condition and severity of symptoms warrant. It is expected that if a provider is unable to see the member within the designated time frame, TrueCare will facilitate an appointment with another participating provider, or a non-participating provider, when necessary.

Urgent And Emergency Care Providers

Appointment Type	Medicaid Standard[1]
Urgent care providers	Not to exceed 24 hours
Emergency needs	Immediately upon presentation, 24 hours a day, 7 days a week and without prior authorization

Behavioral Health (BH) And Substance Use Disorder (SUD) Providers

Appointment Type	Medicaid Standard[1]
Routine visit	Not to exceed 10 business days
Initial visit for routine care	Not to exceed 10 business days
Follow-up routine care	Not to exceed 30 calendar days
Care for non-life-threatening emergency	Not to exceed 6 hours
Urgent needs	Not to exceed 24 hours
Follow-up post discharge from acute care psychiatric hospital (when TrueCare is aware of the member's discharge)	Not to exceed 7 calendar days

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Update to After-Hours Standard Effective July 1, 2026. PCP and BH providers must provide 24-hour availability to their TrueCare patients by telephone. Whether through an answering machine or a taped message used after hours, patients should be given the means to contact their PCP/BH* provider or a back-up provider to be triaged for care. It is not acceptable to use a phone message that does not provide access to you or your back-up provider and only recommends emergency department use for after hours.

*BH providers may refer their patients to the 988 Suicide & Crisis Hotline or the TrueCare Crisis Line 1-833-687-7396 (TTY: 711) if a provider is not available for the call.

For the best interest of our members and to promote their positive health care outcomes, TrueCare supports and encourages continuity of care and coordination of care between medical care providers, as well as between physical and behavioral health providers.

Talking to Patients

TrueCare regularly provides education to our members about appropriate use of services. Partnering with you gives us the opportunity to educate members about how to access the right care to meet their needs and remind them:

- Contact their PCP first in non-emergency situations.
- Visit an urgent care to be seen quickly when a PCP cannot be reached.
- Consider visiting a PCP for routine care, not the emergency department.



Nurse Advice Line

TrueCare helps members decide where to go for care when they are unsure. Your patients can call our 24-Hour Nurse Advice Line at 1-833-687-7321 (833-NURSE 21) and a nurse will help them make the decision. Members can call 24 hours a day, seven days a week at no cost.



Questions?

Please contact Provider Services at 1-833-230-2174 Monday through Friday 7:30 a.m. to 5 p.m., Central Time.

Thank you for partnering with TrueCare!

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