

Maryland (MD) - Timely access to care

Providers in our network are required to have appointment availability within specified time frames.

Chart of Waiting Time Standards and UHC Median Wait Time

Waiting Time Standards	MD Wait Time Requirement	UHC Median Wait Time
Urgent care for medical services	72 hours	24 hours
Inpatient urgent care for mental health services	72 hours	TBD*
Inpatient urgent care for substance use disorder services	72 hours	TBD*
Outpatient urgent care for mental health services	72 hours	32.5 hours
Outpatient urgent care for substance use disorder services	72 hours	28.5 hours
Routine primary care	15 calendar days	14 days
Preventive care/well visit	30 calendar days	14 days
Non-urgent specialty care	30 calendar days	30 days
Non-urgent mental health care	10 calendar days	4 days
Non-urgent substance use disorder care	10 calendar days	4 days

*TBD – Waiting time standards for Inpatient urgent care for mental health services and inpatient urgent care for substance use disorder services will be surveyed in 2024. The Median wait time will be reported once survey is analyzed.

The next survey for all categories for waiting time standards will be conducted in 2024. The median wait time will be reported once the survey is analyzed.