

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 for In-Person Visits		Median Wait Time - Choice/Options/Gated
Urgent care for medical services	72 hours	72 hours
Inpatient urgent care for mental health services	72 hours	72 hours
Inpatient urgent care for substance use disorder services	72 hours	72 hours
Outpatient urgent care for mental health services	72 hours	43 hours, 20 minutes
Outpatient urgent care for substance use disorder services	72 hours	28 hours
Routine primary care	15 calendar days	7 days
Preventive care/well visit	30 calendar days	15 days
Non-urgent specialty care	30 calendar days	30 days
Non-urgent mental health care	10 calendar days	3 days
Non-urgent substance use disorder care	10 calendar days	3 days

Waiting Time Standards for In-Person Visits		Median Wait Time - Core
Urgent care for medical services	72 hours	50 hours, 4 minutes
Inpatient urgent care for mental health services	72 hours	72 hours
Inpatient urgent care for substance use disorder services	72 hours	72 hours
Outpatient urgent care for mental health services	72 hours	43 hours, 20 minutes
Outpatient urgent care for substance use disorder services	72 hours	28 hours
Routine primary care	15 calendar days	6 days
Preventive care/well visit	30 calendar days	8 days
Non-urgent specialty care	30 calendar days	17 days
Non-urgent mental health care	10 calendar days	3 days
Non-urgent substance use disorder care	10 calendar days	3 days

Waiting Time Standards for In-Person Visits		Median Wait Time – IFP Exchange
Urgent care for medical services	72 hours	67 hours, 9 minutes
Inpatient urgent care for mental health services	72 hours	72 hours
Inpatient urgent care for substance use disorder services	72 hours	72 hours
Outpatient urgent care for mental health services	72 hours	43 hours, 20 minutes
Outpatient urgent care for substance use disorder services	72 hours	28 hours
Routine primary care	15 calendar days	5 days
Preventive care/well visit	30 calendar days	7 days
Non-urgent specialty care	30 calendar days	23 days
Non-urgent mental health care	10 calendar days	3 days
Non-urgent substance use disorder care	10 calendar days	3 days