

New York Medical Health Access Standards



Type of Service	MVP Commercial	New York State DOH: Medicaid Managed Care, Child Health Plus, HARP*	CMS: Medicare Advantage Products
Primary Care			
Non-urgent “sick” visit		Within 48–72 hours (Measure within 3 calendar days)	
Routine symptomatic: Non-urgent, non-emergent	Within 2 weeks	Within 2 weeks	Within 1 weeks
Routine symptomatic: Non-urgent & preventive care appointments (NYSDOH) routine and preventive (CMS)		Within 4 weeks	Within 30 days
Preventive care, wellness visits including routine physicals (CM, VT) adult (>21) baseline and routine physical (NYSDOH)	Within 90 days		
Initial assessment		Within 12 weeks of enrollment	
Well child care		Within 4 weeks	
Wait in PCP office (max)	30 minutes	1 hour	30 minutes
After-hours care	24/7 availability or coverage	24/7 availability or coverage	24/7 availability or coverage
Emergency medical	Immediate access	Immediate access	Immediate access
Urgent medical	Within 24 hours	Within 24 hours	Within 24 hours
In-Plan mental health or substance abuse visits (following an emergency or hospital discharge)		Within 5 days of enrollee request, or as clinically indicated	
In-Plan non-urgent mental health or substance abuse visits		Within 1 week of enrollee request	
Visits to perform assessment of health, mental health, substance abuse for recommendation regarding ability to work as requested by local DSS		Within 10 days of DSS request	

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Initial prenatal visit:			
1 st trimester		Within 3 weeks	
2 nd trimester		Within 2 weeks	
3 rd trimester		Within 1 week	
Initial PCP OV for newborns		Within 2 weeks of discharge from hospital	
Initial family planning		Within 2 weeks of request	

The New York State Department of Health (NYSDOH) considers it a violation of the Medicaid Contract Standard Clauses to require Medicaid enrollees to provide a medical record and/or health questionnaire as a condition of scheduling an appointment.

*After-hours availability, if the telephone in provider's office is answered in an automated manner (e.g., an answering machine), Members must be directed to call a second telephone number which is answered by a live person.

More information can be found at health.ny.gov/health_care/managed_care. Information is also updated regularly and can be accessed by visiting mvphealthcare.com/PRM and selecting *Provider Responsibilities*.