

# New York Medical Health Access Standards



Type of Service	MVP Commercial	New York State DOH: Medicaid Managed Care, Child Health Plus, HARP*, Essential Plan	CMS: Medicare Advantage Products	Vermont Rule 9-038
<b>Primary Care within 48-72 hours</b>				
<b>Emergency:</b> A medical or behavioral condition, the onset of which is sudden and manifests itself by symptoms of sufficient severity, including severe pain, that a prudent layperson, possessing an average knowledge of medicine and health, could reasonably expect the absence of immediate medical attention to result in: (i) placing the health of the person afflicted with such condition in serious jeopardy or in the case of a behavioral condition, placing the health of such a person or others in serious jeopardy, or (ii) serious impairment to such person's bodily functions; or (iii) serious dysfunction of any bodily organ or part of such person; or (iv) serious disfigurement of such person.	Immediate access	Immediate access	Immediate access	Immediate access
<b>Urgent Medical Condition:</b> An acute but non-life threatening, symptoms are of recent onset and have a moderate to severe impact, such as severe migraine or the flu.	Within 24 hours	Within 24 hours	Immediate access	Within 24 hours
In-Plan Mental Health (MH) or Substance Use Disorder (SUD) Visits Following an Emergency or Hospital Discharge)	Within 7 calendar days of discharge	Within 5 days of enrollee request or as clinically indicated**		
In-Plan Non-Urgent MH or SUD visits	Within 10 business days	Within 1 week of enrollee request**	Within 30 business days	
Visits to Perform Assessment of Health, MH, or SUD for Recommendation Regarding Ability to Work as Requested by Local DSS		Within 10 days of DSS request**		

Type of Service	MVP Commercial	New York State DOH: Medicaid Managed Care, Child Health Plus, HARP*, and Essential Plan	CMS: Medicare Advantage Products	Vermont Rule 9-038
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	Within two weeks with prompt follow-up, including referrals as needed
Routine Asymptomatic: 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	Within 4 weeks		Within 90 days
Initial Assessment		Within 12 weeks of enrollment		Within 90 days of enrollment (good faith effort by plan)
Well Child Visits		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	

Type of Service	MVP Commercial	New York State DOH: Medicaid Managed Care, Child Health Plus, HARP** and Essential Plan	CMS: Medicare Advantage Products	Vermont Rule 9-03B
<b>Women's Health</b>				
Initial Prenatal Visit: 1st trimester		Within 3 weeks		
2nd trimester		Within 2 weeks		
3rd trimester		Within 1 week		
Initial PCP Observation Visit for Newborns		Within 2 weeks of discharge from hospital		
Initial Family Planning		Within 2 weeks of request		
<b>Specialty Care</b>				
Specialist Referrals		Within 4-6 weeks (non- urgent) of request		
Routine Lab, X-Ray, and General Optometry				Within 30 days

**\*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](https://health.ny.gov/health_care/managed_care). Information is also updated regularly and can be accessed by visiting [mvphealthcare.com/policies](https://mvphealthcare.com/policies) and select *Provider Policies* then select *Provider Responsibilities*.