



Network Notification

Notice Date: March 2, 2020
To: Ohio Providers
From: CareSource
Subject: Access and Availability Standards

Summary

CareSource would like to draw your attention to the most accurate Ohio access and availability standards as listed below.

Please note: The standards published below supersede information listed in the Ohio Provider Manual or any other CareSource provider material. The next edition of the provider manual will reflect the most accurate standards.

24-Hour Telephone Access & Availability Standards

During after-hours calls, a provider must have arrangements for the following:

- Office phone is answered after hours by an answering machine service that can contact the primary care provider (PCP) or another designated medical practitioner and the PCP or designee is available to return the call.
- Office phone is answered after hours by a recording directing the member to call another number to reach the PCP or another medical practitioner whom the provider has designated to return the call.
- Office phone is transferred after office hours to another location where someone will answer the phone and be able to contact the PCP or another designated medical practitioner.

Clarification: Response times for telephone call-back waiting times have been omitted.

Impact

As a CareSource provider, it is important that you adhere to access and availability requirements to ensure our members, your patients, receive timely and appropriate care.

Questions?

For questions, call Provider Services at **1-800-488-0134** (Monday through Friday, 8 a.m. to 6 p.m.)

OH-SP-0266

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OMPP Approved: