

HHSC Appointment Availability Studies

CAP Thresholds, State Fiscal Year 2019-2020

OBGYN/Prenatal Care – STAR Program Thresholds

Level/Type of Care	Time to Treatment (Calendar Days)	Threshold
Low-Risk Pregnancies	Within 14 calendar days	85%
High-Risk Pregnancies	Within 5 calendar days	51%
New Members in the Third Trimester	Within 5 calendar days	51%

Vision Care Threshold

Level/Type of Care	Standard	Threshold
Specialist Physician Access: Ophthalmology, Therapeutic Optometry	Members must be able to access without a PCP referral to an in-network specialist who is an ophthalmologist or therapeutic optometrist for non-surgical services.	99.0%

Primary Care Provider Thresholds

Standard	STAR Child	STAR Adult	CHIP	STAR+PLUS	STAR Health	STAR Kids
Preventive health services – within 90 calendar days	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Routine primary care - within 14 calendar days	99.0%	95.8%	90.7%	87.2%	99.0%	99.0%
Urgent care - within 24 hours	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%

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Behavioral Health Thresholds

Standard	STAR Child	STAR Adult	CHIP	STAR+PLUS	STAR Health	STAR Kids
Initial outpatient behavioral health visit (child and adult) within 14 calendar days	75%	79%	83%	89%	99%	96.4%