

State Fiscal Year 2023-2024 Appointment Availability Study Threshold Tables

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 allowed to have access without a primary care provider referral to receive eye health care services from a network specialist who is an ophthalmologist or therapeutic optometrist for non-surgical services.	99%

Primary Care Provider Thresholds

Standard	STAR Child	STAR Adult	CHIP	STAR+PLUS	STAR Health	STAR Kids
Preventive health services - within 90 calendar days	99%	99%	99%	99%	99%	99%
Routine primary care - within 14 calendar days	99%	95.8%	90.7%	87.2%	99%	99%
Urgent care - within 24 hours	99%	99%	99%	99%	99%	99%

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%