

# Appointment Availability

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The External Quality Review Organization (EQRO), Institute for Child Health Policy (ICHP), evaluates MCO compliance with appointment availability standards.

Monitor the length of time a new managed care member waits between calling and obtaining an appointment with a provider.

Note: Time/distance standards and provider directories are monitored by a different area of HHSC.



**TEXAS**  
Health and Human  
Services

# Requirements: SB 760

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## **Senate Bill 760, passed in 2015, requires HHS to monitor managed care organization's (MCO's) provider networks and providers.**

- The law requires HHSC to:
  - Establish a process for monitoring MCO provider networks
  - Analyze compliance with appointment standards
- HHSC may use reasonable methods including random phone calls without notice to ensure new and existing clients have access to providers.
  - We use the External Quality Review Organization to do the monitoring.
- SB760 Legislative Report

# Requirements: UMCC

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## Texas Uniform Managed Care Contract (UMCC), Section 8.1.3 Access to Care

The contract requires that all covered services must be available to Members on a timely basis in accordance with the Contract's requirements and medically appropriate guidelines, and consistent with generally accepted practice parameters

# Data Sources

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- MCOs must adhere to minimum provider directory requirements established in the Uniform Managed Care Manual (UMCM), Chapter 3 Critical Elements.
- HHSC requests current member-facing from all MCOs before beginning the study.



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# Appointment Availability Results

## Percentage of Providers that Met Appointment Availability Standards



Behavioral Health Study Results 2023

Program	Standard	STAR Kids
STAR Kids	Behavioral Health (14 days)	86.4%

Vision Study Results 2023

Vision Standard	STAR Kids
Members must be allowed to have access without a primary care physician (PCP) referral to eye healthcare services from a network specialist who is an ophthalmologist or therapeutic optometrist for non-surgical services.	99.6%

Primary Care Study Results 2023

Standard	STAR Kids
Preventive care - within ninety (90) calendar days	99.1%
Routine primary care - within fourteen (14) calendar days	100%
Urgent care - within twenty-four (24) hours	100%

MCOs that do not meet minimum performance thresholds are subject to contract remedies, including liquidated damages (LDs).