



Reminder to providers: Upcoming access and availability survey

Starting March 2026, we will conduct re-surveys to assess provider compliance with appointment availability and after-hours access requirements set by the Texas Health and Human Services Commission (HHSC). The first round of surveys were completed in November 2025.

Providers may be contacted by phone or receive the survey by fax during the survey period.

The survey focuses on 2 key access areas required under the [HHSC Uniform Managed Care Contract](#):

- **Appointment availability:** Whether routine, urgent and specialty appointments are offered within required time frames
- **After-hours access:** Whether members can reach medically necessary services 24 hours a day, 7 days a week, including evenings, weekends and holidays

We encourage you to:

- Review your scheduling practices and after-hours coverage or messaging and share with front office teams your staff training or call-handling protocols
- Refer to the Texas Community Plan access and availability standards [quick reference guide](#)

Questions? We're here to help.

If you have questions about the survey or access standards, you may reach out to your provider advocate or contact Provider Services at uhc_cp_prov_relations@uhc.com or **888-787-4107**, Monday–Friday, 8 a.m.–4 p.m.