

Appointment standards for Maryland

As a network health care professional, you're essential in helping patients get the primary, urgent, preventive and specialty care they need, when they need it.

Please review the following standards for appointment access and after-hours care, which are aligned with the state of Maryland's access requirements.



Appointment access standards

The state of Maryland requires compliance with the following appointment standards:

Type of service	Standard
Urgent care (inpatient and outpatient) – including medical, behavioral health and substance-use disorder services	Within 72 hours of the patient contacting the health care professional
Routine primary care	Within 15 calendar days of the patient contacting the health care professional
Preventive visit/well visit	Within 30 calendar days of the patient contacting the health care professional
Non-urgent specialty care	Within 30 calendar days of the patient contacting the health care professional
Non-urgent behavioral health/substance-use disorder services	Within 10 calendar days of the patient contacting the health care professional



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