

Minimum Requirements for Provider Availability of Services

FirstCare Health Plans monitors compliance for availability of services standards outlined by the Texas Department of Insurance (TDI), Centers for Medicare and Medicaid Services (CMS), and the Texas Health and Human Services Commission (HHSC). In order to ensure the best quality of care for our members, we ask participating providers to operate within the standards described below.

MEDICAID & CHIP PROVIDERS

Provider Type	Minimum Requirements
All Providers	<ul style="list-style-type: none"> • All participating providers must provide urgent care services for patients within 24 hours of request. • Participating PCPs and specialists shall provide qualified, consistent, easily accessible on-call availability 24 hours a day, 7 days a week, either personally or by a reasonable call coverage arrangement with other appropriate individuals. Must return calls within 1 hour for after-hours on-call.
PCP Providers	<ul style="list-style-type: none"> • Routine care within 14 days of request. • Adult's preventive care (physical or annual examination) within 90 days of request. • Child's preventive care (physical or annual examination) within 60 days of enrollment or within 14 days of request, whichever is earlier. • Newborn's care (wellness check) within 14 days of birth.
Specialty Providers	<ul style="list-style-type: none"> • Routine care within 21 days of request.
OB/GYN Providers	<ul style="list-style-type: none"> • Routine care within 21 days of request. • Prenatal care within 14 days of request for Medicaid/CHIP patients. • Prenatal care for high-risk pregnancy or new patient in third trimester within 5 days of request for Medicaid/CHIP patients.
Outpatient Behavioral Health Providers	<ul style="list-style-type: none"> • Initial visit for routine care within 10 business days of request. • Care for emergencies that are not considered to be life threatening within 6 hours of request.

MARKETPLACE & COMMERCIAL PROVIDERS

Provider Type	Minimum Requirements
All Providers	<ul style="list-style-type: none">• All participating providers must provide urgent care services for patients within 24 hours of request.• Participating PCPs and specialists shall provide qualified, consistent, easily accessible on-call availability 24 hours a day, 7 days a week, either personally or by a reasonable call coverage arrangement with other appropriate individuals. Must return calls within 1 hour for after-hours on-call.
PCP Providers	<ul style="list-style-type: none">• Routine care within 3 weeks of request.• Adult's preventive care (physical or annual examination) within 2 months of request.• Children's preventive care (physical or annual examination) within 2 months of request.• Office wait time of 15 minutes or less.
Specialty Providers	<ul style="list-style-type: none">• Routine care within 3 weeks of request.
Outpatient Behavioral Health Providers	<ul style="list-style-type: none">• Initial visit for routine care within 10 business days of request.• Care for emergencies that are not considered to be life threatening within 6 hours of request.

For additional information about provider requirements, please reference the [FirstCare Health Plans Provider Manuals](#)—available on the provider self-service portal at my.firstcare.com.