

NETWORK ADEQUACY STANDARDS

If you need this document or any document in large print, Braille, other formats or languages, or read aloud, or need another copy, call 800-511-5010. For TDD/TTY, call 888-803-4494. Call Monday to Friday, 8 a.m. to 5 p.m. The call is free.

Si necesita esta documento o cualquier documento en letra grande, Braille, otros formatos o idiomas, o se lea en voz alta, o necesita otra copia, llame al 800-511-5010 (llamada gratuita). Para TTY/TDD llame al 888-803-4494. Llame de lunes a viernes, de 8 a.m. a 5 p.m. La llamada es gratis.

Access to Care Standards

Our network is designed to meet the requirements for every member's access to care to:

- Serve all primary care and care coordination needs;
- Serve all behavioral health needs; and
- Allow for adequate member freedom of choice among providers.

We provide the same standard of care to all members, regardless of eligibility category.

Our provider network is sufficient to support minimum hours of provider operation to include service coverage from 8:00 a.m.-5:00 p.m. Mountain Time, Monday through Friday.

Our network shall provide for extended hours, outside the hours from 8:00 a.m.-5:00 p.m., on evenings and weekends and alternatives for emergency room visits for after-hours urgent care. These evening and weekend support services for members and families shall include access to clinical staff, not just an answering service or referral service staff.

Our provider directory is updated daily and can be found here: coadirectory.info/search-member

Colorado Access complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

NETWORK ADEQUACY STANDARDS

Appointment Standards

Physical Health, Behavioral Health and Substance Use	
Type of Care	Timeliness Standards
Urgent	Within 24 hours of initial contact/request
Outpatient follow-up after hospitalization	Within 7 days after discharge
Non-urgent, symptomatic* <i>*For BH, cannot consider administrative or group intake processes as a treatment appointment or place members on waiting lists for initial requests</i>	Within 7 days after request
Physical Health only	
Type of Care	Timeliness Standards
Emergency	24/7
Routine (non-symptomatic well-care physical examinations, preventive care)	Within 1 month after request* <i>*unless required sooner by AAP Bright Futures schedule</i>
Behavioral Health and Substance Use only	
Type of Care	Timeliness Standards
Emergency (by phone)	Within 15 minutes after initial contact
Emergency (in-person)	Urban/Suburban areas: within 1 hour of contact Rural/Frontier areas: within 2 hours of contact

Primary Care Provider (PCP) Network Time and Distance Standards						
	Urban County		Rural County		Frontier County	
Required Providers	Maximum Time (minutes)	Maximum Distance (miles)	Maximum Time (minutes)	Maximum Distance (miles)	Maximum Time (minutes)	Maximum Distance (miles)
Adult Primary Care Providers	30	30	45	45	60	60
Pediatric Primary Care Providers	30	30	45	45	60	60
Gynecology - OB/GYN	30	30	45	45	60	60

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Behavioral Health Network Time and Distance Standards						
	Urban County		Rural County		Frontier County	
Required Providers	Maximum Time (minutes)	Maximum Distance (miles)	Maximum Time (minutes)	Maximum Distance (miles)	Maximum Time (minutes)	Maximum Distance (miles)
Hospitals (acute care)	30	30	60	60	90	90
Psychiatrists and other psychiatric prescribers, for adults	30	30	60	60	90	90
Psychiatrists and other psychiatric prescribers, serving children	30	30	60	60	90	90
Mental health provider, serving adults	30	30	60	60	90	90
Mental health provider, serving children	30	30	60	60	90	90
Substance use disorder provider, serving adults	30	30	60	60	90	90
Substance use disorder provider, serving children	30	30	60	60	90	90

NETWORK ADEQUACY STANDARDS

Practitioner to client ratios and distance standards:

- Adult primary care providers: One practitioner per 1,800 adult members.
- Mid-level adult primary care providers: One practitioner per 1,200 adult members.
- Pediatric primary care providers: One PCP Provider per 1,800 child members.
- Adult mental health providers: One practitioner per 1,800 adult members.
- Pediatric mental health providers: One practitioner per 1,800 child members.
- Substance use disorder providers: One practitioner per eighteen hundred 1,800 members.

Indian or tribal members eligible to receive services from an indian or tribal provider in the PCP network are permitted to choose that indian or tribal provider as their PCP, as long as that provider has the capacity to provide services.