

## Access to Care Guidelines

### OBGYN/Prenatal Care – STAR Program Thresholds

Level/Type of Care	Time to Treatment (Calendar Days)	Threshold
Low-Risk Pregnancies	Within 14 calendar days	85%
High-Risk Pregnancies	Within 5 calendar days	51%
New Members in the Third Trimester	Within 5 calendar days	51%

### Vision Care Threshold

Level/Type of Care	Standard	Threshold
Specialist Physician Access: Ophthalmology, Therapeutic Optometry	Members must be allowed to have access without a PCP referral to eye Health Care Services from a Network specialist who is an ophthalmologist or therapeutic optometrist for non-surgical services.	99.0%

### Primary Care Provider Thresholds

Standard	STAR Child	STAR Adult	CHIP	STAR+PLUS
Preventive health services - within ninety (90) calendar days	99.0%	99.0%	99.0%	99.0%
Routine primary care - within fourteen (14) calendar days	99.0%	95.8%	90.7%	87.2%
Urgent care - within twenty-four (24) hours	99.0%	99.0%	99.0%	99.0%

## Behavioral Health Thresholds

Standard	STAR Child	STAR Adult	CHIP	STAR+ PLUS
Initial outpatient behavioral health visit (child and adult within fourteen (14) calendar days	75%	79%	83%	89%