

NCQA Access To Care Requirements

SEPTEMBER 2022

MICHIGAN

Dear Providers,

Access to providers and services is not only important for providing outstanding care to our members, but it's also a contractual expectation of the National Committee for Quality Assurance (NCQA). As a participant with Meridian, MeridianComplete (Medicare-Medicaid Plan), Ambetter from Meridian, and Wellcare; providers must offer members access to covered services 24 hours a day, seven days per week, when medically necessary. To comply with access and timeliness standards, members with scheduled appointments should be seen within 30 minutes of their check-in time and those who require accommodations should have never experience any barriers.

The focus or intent of this standard is to hold the organization accountable for ensuring appropriate and timely access to providers and appointments. As a highly rated health plan that consistently meets the standards set by the NCQA, Meridian encourages our providers to identify and correct any gaps in members' access to care and appointment availability.

If you have any questions about the requirements, please contact your Provider Network Management Representative.

Sincerely,

Meridian