



MEMORANDUM

TO: Valued Providers

FROM: El Paso Health Plans

DATE: 02/03/2025

RE: Appointment Availability Standards – Primary Care Providers (PCP)

In accordance with Texas Health and Human Services Commission (HHSC) and Texas Department of Insurance (TDI), El Paso Health educates and monitors providers via surveys on Appointment Availability visits.

In the current months to come, HHSC will be conducting Secret Shopper Calls to Primary Care Providers (PCP) to measure the quality of services for the PCP standard.

It is imperative all standards are applied for Medicaid and CHIP Members in accessing care. Please make sure your staff is fully informed about the Appointment Availability standards and that these standards are being consistently met in your practice.

Primary Care Provider Appointment Availability standards:

Emergency Care	Upon member presentation at delivery site/same day
Urgent Care	Within 24 hours; including urgent specialty care
Routine Primary Care	Within 14 calendar days of request
Referral for Specialty Care	Within 5 calendar days of request

Preventative Health Care standards:

Adults 21 years and older	Within 90 calendar days of request
Newborn to less than 6 months of age	Within 14 calendar days of request
Children 6 months to 20 years of age	Within 60 calendar days of request

For additional information, please visit our website at [www.elpasohealth.com/Providers/Provider Resources/Provider Accessibility and Availability Standards](http://www.elpasohealth.com/Providers/ProviderResources/ProviderAccessibilityandAvailabilityStandards).

If you have any questions regarding Appointment Availability please feel free to contact our Provider Relations Department at 915-532-3778.