



Medical Appointment Standards for Texas Medicaid



Primary care providers and specialists **must meet standards** for appointment scheduling to help ensure members have timely access to medical care and services. The Consumer Assessment of Healthcare Provider and Systems (CAHPS®) survey asks patients several questions related to access to timely care, such as:

- How often was it easy to get the care, test, or treatment you needed?
- When you needed care right away, how often did you get care as soon as you needed it?
- How often did you get an appointment for a check-up, routine care at a doctor’s office or clinic as soon as you needed?

Appointment Accessibility Standards

Please refer to the table below for CHIP, Texas STAR, and Texas STAR Kids medical appointment accessibility standards. We encourage you to share these appointment accessibility standards with your patients to set expectations.

Appointment Accessibility Standards	
Visit Type	Access Standards
Urgent Condition, including urgent specialty care and Behavioral Health Services	Within 24 hours of request
Primary Routine Care	Within 14 days of request
Specialty care examinations	Within 30 days of request
Outpatient behavioral health examinations	Within 14 days of request
Routine behavioral visits	Within 10 days of request
Outpatient treatment, post-psychiatric inpatient care	Within seven days from the discharge date
Prenatal care (first and second trimesters)	Within 14 days of request
Prenatal care (third trimester or high-risk pregnancy)	Within five days of request, or immediately if an emergency exists
Postpartum	Between 21 and 56 days after delivery
For STAR, Preventive Covered Services, including annual adult well checks	Within 90 days of request
For STAR, Preventive Covered Services for Members younger than six months of age	Within 14 days of request
For STAR, Preventive Covered Services for Members six months through age 20	Within 90 days of request
For CHIP, Preventive Care	Per the American Academy of Pediatrics periodicity schedule ¹

Resources:

Please refer to the [Medicaid Provider Manuals](#) for more information on appointment accessibility standards.



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1 Bright Futures Guidelines (Hagan JF, Shaw JS, Duncan PM, eds. Bright Futures: Guidelines for Health Supervision of Infants, Children, and Adolescents. 4th ed. American Academy of Pediatrics; 2017). <https://www.aap.org/en-us/professional-resources/practice-transformation/managing-patients/Pages/Periodicity-Schedule.aspx>

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