

Access and Availability Understanding the Difference!



Access: The ability to obtain services with ease, ensuring proximity and convenience



Availability: The degree to which services are provided within an acceptable waiting time

To ensure timely care for Medicaid and Florida Healthy Kids members, primary care physicians (PCPs), specialty providers, and behavioral health providers must meet access and availability standards established by the state of Florida and the National Committee for Quality Assurance (NCQA).

Statewide Medicaid Managed Care Managed Medical Assistance

Appointment Type	Appointment Standard
Urgent Medical Care Services	<ul style="list-style-type: none"> • Within 48 hours for services not requiring prior authorization • Within 96 hours for services requiring prior authorization
Non-Urgent Medical Care Services	<ul style="list-style-type: none"> • Within 30 days of a primary care appointment request • Within 60 days of a specialist appointment request

Florida Healthy Kids

Appointment Type	Appointment Standard
Emergent or Emergency Visits	Available 24 hours, 7 days a week
Urgent, Non-emergency Visits	Within 24 hours
Routine Sick Visits	Within seven business days
Routine and Well-Care Visits	Within four weeks

The following telephone procedures are not acceptable for provider offices

- Answering calls only during office hours
- Using a recorded message after hours asking members to leave a message
- Providing a recorded message after hours that directs members to visit the ER for all services
- Failing to return after-hours calls within 30 minutes