

State Specific Access To Care Requirements

Rhode Island Medicaid Addendum

Access To Care

To ensure that all of our plan participants have access to appropriate treatment as needed, we develop and maintain a network with adequate numbers and types of clinicians.

We expect that all of our contracted clinicians will respond within 24 hours to a consumer's request for an appointment and offer consumers a first appointment for routine care within 5 days.

Clinicians are required to offer consumers a first appointment immediately for non-life-threatening or life-threatening emergencies, and within 24 hours for urgent care.

If you are unable to take a referral, direct the consumer back to UBH's Intake department to enable the consumer to obtain a new referral, or call the number on the back of the member's card if you wish to notify UBH directly.

UBH utilizes a variety of methods to monitor consumers' access to care and regularly reports this to clinicians.