

# Maryland Network Adequacy Median Appointment Waiting Time

The grid below provides the Waiting Time Standard for In-Person Visits and Kaiser Permanente Insurance Company's (KPIC's) Median Waiting Times to obtain an In-Person appointment for each specialty category.

Waiting Time Standards for <b>In-Person</b> Visits		Responses with appts offered within standard
Urgent care for medical services	72 hours	75.22%
Inpatient urgent care for mental health services	72 hours	83.33%
Inpatient urgent care for substance use disorder services	72 hours	100%
Outpatient urgent care for mental health services	72 hours	81.25%
Outpatient urgent care for substance use disorder services	72 hours	94.44%
Routine primary care	15 calendar days	85.74%
Preventive care/well visit	30 calendar days	96.90%
Non-urgent specialty care	30 calendar days	97.38%
Non-urgent mental health care	10 calendar days	88.43%
Non-urgent substance use disorder care/ behavioral health	10 calendar days	88.71%

**Please note:** If you have trouble scheduling an appointment within the timeframes listed, please call 1-888225-7202 to speak to a Kaiser Permanente Insurance Company (KPIC) representative for assistance.

- The KPIC representative may give you the provider's contact information and you may need to schedule the appointment yourself.
- The KPIC representative cannot guarantee the specific provider you want to see is available for an appointment within the timeframe, as the provider may have already scheduled appointments with other patients or is otherwise unavailable. Instead, the representative will give you contact information for a qualified, in-network provider who *is* available to see you within the above timeframe.
- The KPIC representative can't otherwise guarantee an appointment with a provider you've seen before.

CODE OF MARYLAND REGULATIONS TITLE 31. MARYLAND INSURANCE ADMINISTRATION  
 Subtitle 10. Health Insurance, General Chapter 44, NETWORK ADEQUACY, COMAR 31.10.44.06:

Appointment Wait Time Standards requires that each carrier shall make available to its enrollees the median waiting times to obtain the following in-person appointments with a participating provider.