

## **24/7 Access to Services**

In accordance with federal law, managed care organizations (MCOs) must ensure that members have access to medically necessary services 24 hours a day, 7 days a week (CFR 438.206). Additionally, members have the right to timely care, including telephonic access to a medical professional 24 hours a day, 7 days a week to get emergency or urgent care (Texas Admin. Code 323.202). The Health and Human Services Commission (HHSC) enforces these requirements through its managed care contracts. HHSC would like to establish a workgroup to assess the adequacy of existing contract provisions to ensure 24/7 access to services, including primary care physicians. In conjunction with the health plans, HHSC will review existing contract requirements, recommend improvements, and develop tools for monitoring compliance.

Please email the name of at least one staff contact from your plan that can participate in a phone call (to be scheduled at a later date) about 24/7 access by **May 8 to [ella.schwartz@hhsc.state.tx.us](mailto:ella.schwartz@hhsc.state.tx.us)** .