

# Access standards

**A physician group or independent practice association (Provider) entering into a Collaborative Accountable Care (CAC) program relationship must meet the following minimum standards when providing care:**

1. Participants with urgent, sick care needs are seen within one business day by a physician or mid-level practitioner of the practice at the Participant's preferred or alternative office location. If unable to accommodate, the Participant is directed to an alternative provider.
2. Provides 24/7 access to medical advice, care recommendations, or triage by the Provider's or practice's medical team to ensure Participant has care needs met, which includes coordinating referral to a participating Provider.
3. Participants who are new to the Provider and request an annual well visit are always accepted and seen by a physician or mid-level practitioner within the practice, and within 60 days.
4. Provider will ensure that Participants receive physician access equal to or better than that of any other payer.