



Aetna Better Health[®]
of Texas

Access to Care Guidelines

OBGYN/Prenatal Care – STAR Program Thresholds

Level / Type of Care	Time to Treatment (Business Days)	Threshold
Low-Risk Pregnancies	Within 15 Business Days	85%
High-Risk Pregnancies	Within 5 Business Days	51%
New Members in the Third Trimester	Within 5 Business Days	51%

Vision Care Threshold

Level / Type of Care	Standard	Threshold
Specialist Physician Access: Ophthalmology, Therapeutic Optometry	Members must be allowed to have access without a PCP referral to eye Health Care Services from a Network specialist who is an ophthalmologist or therapeutic optometrist for non-surgical services.	99.0%

Primary Care Provider Thresholds

Standard	STAR Child	STAR Adult	CHIP	STAR Kids
Preventive health services: Members less than 6 months of age – 14 Calendar Days Members 6 months through age 20 – within 60 Calendar Days	99.0%	99.0%	99.0%	99.0%
Preventive health services appointments: Members less than 6 months of age – with a timeframe that ensures preventive health services are provided within 14 Calendar Days Members 6 months to under 21 years of age – within 15 Business Days Members 21 years and older – within 15 Business Days	99.0%	99.0%	99.0%	99.0%
Urgent care - within twenty-four (24) Hours	99.0%	99.0%	99.0%	99.0%

Behavioral Health Thresholds

Standard	STAR Child	STAR Adult	CHIP	STAR Kids
Initial outpatient behavioral health visit (child and adult within ten (10) Business Days	75%	79%	83%	89%