



Care Provider Access and Availability Requirements Reminder

We're committed to helping ensure that our members receive convenient, high-quality care based on the most current and effective treatment available. To help support you and your staff to maintain access and availability standards for our members, use these reminders and our self-service online resources.

Learn More About Access and Availability Standards

You can find additional information about access and availability standards in Chapter 13 of the 2018 Provider Administrative Manual and how you can work with us to achieve them. To view the Provider Administrative Manual, go to UHCCommunityPlan.com > For Health Care Professionals > Iowa > Provider Administrative Manual.

Your Participation Agreement also includes information about accessibility standards, hours of operation and appointment standards.

Importance of Accurate Care Provider Information

We want our members to have the most current information about you and your practice. That also helps you maintain the access and availability standards. You can use the My Practice Profile app on Link to view, update and attest to your individual and group demographic data, which we use We can use it to keep our online care provider directories current. With my Practice Profile, you can update:

- Office address (list all addresses if more than one location)
- Phone, fax and website information
- Hours of operation
- Contacts for your office
- Ages and genders served
- Languages spoken by your staff
- Whether you are accepting new patients

To learn more information about My Practice Profile, including quick reference guides and videos to help you, please visit UHCprovider.com/mpp > Menu > Demographics and Profiles.

Additionally, UnitedHealthcare Community Plan regularly monitors and audits care provider's compliance with timely access and availability standards per state Medicaid guidelines.

We're Here to Help

If you have questions, please call Provider Services at **888-650-3462** or contact your Provider Advocate. Thank you!