



**AmeriHealth Caritas**<sup>™</sup>  
District of Columbia

**To:** AmeriHealth Caritas DC Providers

**Date:** August 29, 2023

**Subject:** Provider Manual Updates

Dear Provider:

AmeriHealth Caritas District of Columbia (DC) has updated the Provider Manual available at [www.amerihealthcaritasdc.com](http://www.amerihealthcaritasdc.com). The following language has been added to page 25 of the Provider Manual:

**APPOINTMENT WAIT TIMES**

*In compliance with Health Benefit Plan Network Access and Adequacy, of Title 26-A DCMR, carriers are required to establish the standards listed below for appointment wait times for services within the network. The standard shall not be defined in terms of an appointment with a specific provider, but rather any qualified in-network provider.*

<b>SERVICE TYPE</b>	<b>TIME FRAME</b>
<i>First appointment with a new or replacement Primary Care Physician</i>	<i>within 7 business days</i>
<i>First appointment with a new or replacement provider for Behavioral Health treatment, including Substance Use Treatment</i>	<i>within 7 business days</i>
<i>First appointment with a new or replacement provider for Prenatal Care treatment</i>	<i>within 15 business days</i>
<i>First appointment with a new or replacement provider for Specialty Care treatment</i>	<i>within 15 business days</i>

Thank you for your continued support and commitment to the care of our enrollees. If you have questions about this communication, please contact your Provider Account Executive or call Provider Services at 202-408-2237.

Sincerely,  
AmeriHealth Caritas DC