

Update to Neighborhood's Access to Care Standards for INTEGRITY Members

Q: What is the purpose of this notification?

A: Neighborhood is informing providers of new access to care guidelines to follow when treating INTEGRITY (MMP) members. These new CMS guidelines went into effect **January 1, 2024**.

Q: What type of care do the new guidelines impact?

A: The new guidelines pertain to members seeking emergency care, urgent care, routine care, non-urgent care, and physical examinations.

Q: Where can providers find these new guidelines?

A: In addition to the [May 1 notification](#), the guidelines can be found under the “Access to Care Standards” section of the [Provider Manual](#) (p.78-79).

Q: What happens if providers do not meet these standards?

A: Providers not meeting the standards will be notified and required to implement corrective actions to become compliant.