

# Service Level Agreement

## Tier 1 - County/CMA

### SLA - Tier 1-County/CMA

Priority Level	County/CMA Resolution Requirements (Must attempt to resolve each ticket received by Tier 1 users)	Priority Level Definition	Owner	Effective Date
Urgent	Within 2 business days	<ul style="list-style-type: none"><li>Member has lost access to care and submissions by Governor's Office, HCPF Executives, Media Outlets</li></ul>	Tier 1-County/... ▾	Oct 1, 2025
High	Within 4 business days	<ul style="list-style-type: none"><li>Member is at risk of losing care or has expressed dire support needs/health and safety concerns</li></ul>	Tier 1-County/... ▾	Oct 1, 2025
Medium	Within 7 business days	<ul style="list-style-type: none"><li>Member has a pending access to care issue or has lost coverage but there are no health and safety concerns</li></ul>	Tier 1-County/... ▾	Oct 1, 2025
Low	Within 14 business days	<ul style="list-style-type: none"><li>Member has access to care, any additional requests</li></ul>	Tier 1-County/... ▾	Oct 1, 2025