

Access to Appointment Standards for Behavioral Health¹

Type of Visit	Timeframe
Life-threatening emergency	Immediate disposition of Member to appropriate care setting
Non-life-threatening emergency	Six (6) hours, or go to the ER
Urgent visit for behavioral health needs that <u>do not</u> require authorization	Within forty-eight (48) hours of request
Urgent visit for behavioral health needs that do require authorization	Within forty-eight (48) hours of request
Initial routine (non-urgent) with a Behavioral Health Care Provider	Within ten (10) business days of request
Follow-up routine (non-urgent) visit	Within ten (10) business days of request

After Hour Access for Behavioral Health Care

All Behavioral Health Providers are required to have an automated answering system twenty-four (24) hours a day, seven (7) days a week, to direct Members to call 911 or go to the nearest emergency room for any life-threatening medical or psychiatric emergencies.

¹ National Committee for Quality Assurance (NCQA), 2020 Health Plan Standards and Guidelines, NET 2, Element B, Factors 1-4.