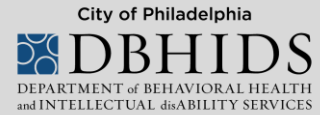




Provider Bulletin 19-21 December 5, 2019



Mental Health and Substance Use Outpatient Treatment Providers Access Forms

This Bulletin supersedes Bulletin 18-11 *Mental Health and Substance Use Outpatient Treatment Providers Access Forms*, which was originally published June 29, 2018, to request that providers complete the form corresponding with their license type (Mental Health or Drug and Alcohol Outpatient) at regular intervals to report current census and available openings. The purpose of this Bulletin is to change the data submission process and synchronize the submission timelines for both license types.

Community Behavioral Health (CBH) would like to maintain a data repository to monitor provider capacity information.

In accordance with CBH's recent accreditation through the National Committee for Quality Assurance (NCQA) and in alignment with HealthChoices Program Standards and Requirements (PS&R), CBH is charged with monitoring its Provider Network's availability to members for timely access to treatment. Per standards, Providers are expected to have availability for routine, urgent, emergent and follow-up appointments, which are defined as:

- Emergent appointments are Face-to-face interventions within one hour for emergencies
- Urgent appointments occur within 24 hours for urgent situations
- Routine appointments occur within seven days for routine appointments and specialty referrals
- Follow-up routine care appointments are visits at later, specified dates to evaluate patient progress and other changes that have taken place since a previous visit.

CBH must maintain a provider network that has enough appointment availability to meet the needs of our members. To ensure that the access standards are met on a consistent basis, each outpatient provider will be required to measure appointment availability. Appointment availability must be reported for both prescribers (medication appointments/evaluations) and non-prescribers (therapy).

CBH will monitor outpatient providers compliance with required Access to Care Standards through member complaints and grievances, annual Member Satisfaction Survey, periodic chart reviews and submission of data via a monthly electronic access survey.

Submission of the Outpatient Provider Access form will require the following:

- All in-network **Mental Health Outpatient AND Drug and Alcohol Outpatient** Providers will complete the Access Form by 12:00pm on the last day of every month.
- Each contracted service location for all **Mental Health Outpatient AND Drug and Alcohol Outpatient** programs will need to submit to the assigned Provider Relations Representative the name, title and email address for an Access Designee (person responsible for entering the data into the CBH Access portal). The Access Designee will be sent credentials to submit information on behalf of the agency.
 - Upon a change being made to the Provider's assigned Access Designee, the Provider will be expected to ensure that the update is communicated to the assigned Provider Relations Representative.

This provider contractual obligation will be effective January 1, 2020, with the expectation that providers will submit their first completed form on January 31, 2020.

Please contact your assigned Provider Relations Representative with any questions.