


County of Marin Behavioral Health and Recovery Services (BHRS)	POLICY NO. BHRS-46
	Next Review Date: January 1, 2025
POLICY: <u>TIMELY ACCESS OF SERVICE</u>	Date Approved: January 10, 2022
	By:  Jei Africa, PsyD Director of Behavioral Health and Recovery Services

POLICY: TIMELY ACCESS OF SERVICE

I. PURPOSE:

This policy is to define timely access standards of the County of Marin Behavioral Health and Recovery Services.

II. REFERENCES:

Welfare and Institutions Code (WIC), Division 9, Part 3, Chapter 7, Article 6.3, §14197
 California Assembly Bill (AB) No. 205
 California Code of Regulations (CCR), Title 28, § 1300.67.2.2
 California Department of Health Care Services (DHCS) Information Notice 21-023; 18-010
 BHRS-24 Monitoring
 BHRS-44 Network Adequacy Monitoring

III. POLICY:

Behavioral Health and Recovery Services (BHRS) shall provide timely access to services for all beneficiaries as required by the California Department of Health Care Services.

IV. AUTHORITY/RESPONSIBILITY:

Medical Director
 Division Directors
 Substance Use Services Administration
 Quality Management
 Program Managers/Supervisors
 Access Team

V. PROCEDURE:

Standards for timely access to services are specified by type below.

- A. Psychiatric Services (i.e., medication support services)
 - 1) Non-Urgent: Within 15 business days from the request to appointment
 - 2) Urgent: 48 hours from request (if no prior authorization required); 96 hours from request (if prior authorization required)

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- B. Specialty Mental Health Services (i.e., Mental Health Services, Brokerage)
 - 1) Non-Urgent: Within 10 business days from the request to appointment
 - 2) Urgent: 48 hours from request (if no prior authorization required); 96 hours from request (if prior authorization required)
- C. Substance Use Disorder Services
 - 1) Non-Urgent: Within 10 business days from the request to appointment
 - 2) Urgent: 48 hours from request (if no prior authorization required); 96 hours from request (if prior authorization required)
- D. Opioid Treatment Programs
 - 1) Non-Urgent: Within 3 business days from the request to appointment
 - 2) Urgent: 48 hours from request (if no prior authorization required); 96 hours from request (if prior authorization required)

If timeliness standards are not met, a Notice of Adverse Benefit Determination (NOABD) letter will be issued. This will include detailed information regarding the delay in timeliness, and will offer information to the beneficiary as to their rights and steps for appeal. These notices will comply with the guidelines defined by the Department of Health Care Services (DHCS) Information Notice 18-010.

Monitoring Compliance with Timely Access Standards

Refer to Policies BHRS-24 Monitoring and BHRS-44 Network Adequacy Monitoring for procedures on how BHRS monitors timely access to DMC-ODS and MHP services.

BHRS
Checklist for New or Revised Policies and Procedures

Please submit this checklist to the BHRS Policy and Procedure Working Group Lead along with the first draft copy of your policy and accompanying documents.

Date of initial submission: 11/8/2021

Type of Update:

- New – Justification: Click here to enter text.
- Revision to Existing Policy or Procedure, Policy Number: BHRS-46

Complete Title of Policy: Timely Access to Services

Lead Staff Name / Subject Matter Expert: Catherine Condon

Other Staff Involved in Drafting of Policy: QM Reviewed for Changes

System(s) of Care Affected: ALL BHRS Mental Health Only SUDS only

1. For **new** policies, summarize what the policy covers and explain the need for a new policy.
OR
For **revised** policies, summarize the changes that need to be made to the existing policy:
No substantive changes – only updates to dates and references to more current DHCS Information Notices.
2. List any existing governmental regulations that relate to policy or state “None”:
42 CFR Part 438
3. Describe how policy will impact consumer access to care or state “N/A”:
It provides parameters for ensuring and monitoring timely access to care for beneficiaries.
4. Have you compared this policy to similar policies in other counties? Yes No
If so, list counties whose policies were reviewed:
Click here to enter text.
5. Will this policy require staff training? Yes No
If so, indicate what staff will need to be trained and what training will be needed.
6. Will forms need to be developed or revised for this policy or policy update? Yes No
If so, list forms that will need to be developed or revised (please list form number if available):
Click here to enter text.
7. Describe any other changes that will need to be made in Behavioral Health (financial, consumer care, etc.) as a result of this policy: