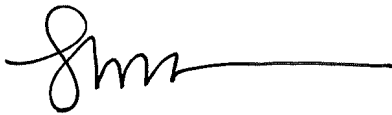


County of Marin <b>Behavioral Health and Recovery Services (BHRS)</b>	POLICY NO. BHRS-46
	Next Review Date: February 9, 2028
<b>POLICY:</b>  <u><b>TIMELY ACCESS OF SERVICE</b></u>	Date Approved: February 10, 2025 Date Reviewed/Approved:
	 By: _____ Todd Schirmer, PhD, CCHP Director of Behavioral Health 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

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**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)
- 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.

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Training of Timely Access of Service Standards and Data Collection Processes:

- A. Timely Access data will be monitored via collection of data through the County’s EHR system.
- B. QM staff will ensure that training materials for timely access data collection are up to date and in line with requirements of the state for timely access data reporting.
- C. Direct Services staff, along with administrative staff who schedule appointments on behalf of providers, will be trained at the start of employment regarding timeliness standards and entry of timeliness data into the EHR. This will include training materials such as written guides on how to use the County’s EHR system to enter timeliness data, and pre-recorded trainings to walk staff through the steps for date entry in the EHR.
- D. Program Managers and Program Supervisors are also trained on how to complete timeliness records in the EHR in order to provide additional training and support to staff.
- E. Training on timeliness standards and use of the EHR to enter timely access of service data will be incorporated into ongoing Documentation trainings which occur at a rate of every two to three months and are recorded and made available to future viewing. These trainings are geared toward new staff and existing staff who want or need a refresher of documentation standards.
- F. The written materials and pre-recorded trainings are made available to BHRS staff via an internal database.
- G. BHRS analysts will be available to provide further training as required or requested by BHRS staff and contractors.

Reporting of Timely Access to Care Data:

- A. BHRS analysts will extract timely access data from the EHR for the purposes of reporting timeliness data to the state.
- B. BHRS analysts will utilize data collection template, guidance and information from the BHIN, provided by the state, for submission of data to be in compliance with state reporting requirements.