



Access and Availability Standards*

Appointment Availability Standards for Behavioral Health Providers

Service Type	Emergency	Urgent	Non-urgent	Follow-up to Emergency or Hospital Discharge	Follow-up to Residential Services, Detention Discharge, or Discharge from Justice System Placement
MH Outpatient Clinic		Within 24 hours	Within 1 week	Within 5 business days of request	Within 5 business days of request
IPRT			2–4 weeks	Within 24 hours	
Partial Hospitalization				Within 5 business days of request	
Inpatient Psychiatric Services	Upon Presentation				
CPEP	Upon Presentation				
OASAS Outpatient Clinic		Within 24 hours	Within 1 week of request	Within 5 business days of request	Within 5 business days of request
Detoxification	Upon Presentation				
SUD Inpatient Rehab	Upon Presentation	Within 24 hours			
OTP		Within 24 hours	Within 1 week of request	Within 5 business days of request	Within 5 business days of request
Crisis Intervention	Within 1 hour			Within 24 hours of Mobile Crisis Intervention response	
CPST		Within 24 hours (for intensive in home and crisis response services under definition)	Within 1 week of request	Within 72 hours of discharge	Within 72 hours
OLP		Within 24 hours of request	Within 1 week of request	Within 72 hours of request	Within 72 hours of request
Palliative Care			Within 2 weeks of request	Within 24 hours of request	
Family Peer Support Services		Within 24 hours of request	Within 1 week of request	Within 72 hours of request	Within 72 hours of request
Youth Peer Support & Training			Within 1 week of request	Within 72 hours of request	Within 72 hours of request
PSR		Within 72 hours of request	Within 5 business days of request	Within 72 hours of request	Within 72 hours of request
Caregiver/Family Supports & Services			Within 5 business days of request	Within 5 business days of request	Within 5 business days of request
Crisis Respite	Within 24 hours of request	Within 24 hours of request		Within 24 hours of request	

Service Type	Emergency	Urgent	Non-urgent	Follow-up to Emergency or Hospital Discharge	Follow-up to Residential Services, Detention Discharge, or Discharge from Justice System Placement
Planned Respite			Within 1 week of request	Within 1 week of request	
Prevocational Services			Within 2 weeks of request		Within 2 weeks of request
Supported Employment			Within 2 weeks of request		Within 2 weeks of request
Community Self-Advocacy Training & Support			Within 5 business days of request		Within 5 business days of request
Habilitation			Within 2 weeks of request		
Adaptive & Assistive Equipment		Within 24 hours of request	Within 2 weeks of request	Within 24 hours of request	Within 24 hours of request
Accessibility Modifications		Within 24 hours of request	Within 2 weeks of request	Within 24 hours of request	Within 24 hours of request

MAP Appointment Availability Standards by Behavioral Health Service Type

MAP Service Type	LOBs	Emergency	Urgent	Non-Urgent MH/SUD	BH Specialist	Follow-up to Emergency or Hospital Discharge
MH Outpatient Clinic (including licensed BH Practitioner)/PROS Clinic	MAP		Within 24 hours of request	Within 1 week		Within 5 days of request
	Adult HARP		Within 24 hours	Within 1 week		Within 5 days of request
	Children		Within 24 hours	Within 1 week		Within 5 business days of request
ACT	MAP		Within 24 hours of request			Within 5 days of request
	Adult HARP		Within 24 hours for AOT			Within 5 days of request
	Children					
PROS	MAP		Within 24 hours of request		Within 2 weeks	Within 5 days of request
	Adult HARP		Timeframe to be determined	Within 2 weeks		Within 5 days of request
	Children					
Continuing Day Treatment (CDT)	MAP				2-4 weeks	
	Adult HARP				2-4 weeks	
	Children					
Partial Hospitalization	MAP					Within 5 days of request
	Adult HARP					Within 5 days of request
	Children					Within 5 business days of request
Comprehensive Psychiatric Emergency Program (CPEP)	MAP	Upon Presentation				
	Adult HARP	Upon Presentation				
	Children	Upon Presentation				
Crisis intervention (Mobile Crisis, Crisis Residence, Crisis Stabilization)	MAP	Upon Presentation	Within 24 hours for crisis residence			Immediate
	Adult HARP	Immediately	Within 24 hours for short term respite	n/a		Immediate
	Children	Within 1 hour				Within 24 hours of Mobile Crisis Intervention response

MAP Service Type	LOBs	Emergency	Urgent	Non-Urgent MH/SUD	BH Specialist	Follow-up to Emergency or Hospital Discharge
OASAS Outpatient Clinic	MAP	Within 24 hrs. of request		Within 1 week of request		Within 5 days of request
	Adult HARP		Within 24 hours	Within 1 week of request		Within 5 days of request
	Children		Within 24 hours	Within 1 week of request		Within 5 business days of request
Detoxification	MAP	Upon Presentation				
	Adult HARP	Upon Presentation				
	Children	Upon Presentation				
SUD Inpatient Rehab	MAP	Upon Presentation	Within 24 hours of request			
	Adult HARP	Upon Presentation	Within 24 hours			
	Children	Upon Presentation	Within 24 hours			
Opioid Treatment Program	MAP		Within 24 hours of request			Within 5 days of request
	Adult HARP		Within 24 hours			Within 5 days of request
	Children		Within 24 hours	Within 1 week of request		Within 5 business days of request
OASAS Part 820 Residential Services	MAP		Within 24 hours of request		2-4 wks.	Within 5 days of request
	Adult HARP				2-4 wks.	Within 5 days of request
	Children					
CORE Services¹⁰ - Psychosocial Rehabilitation (PSR), Community Psychiatric Support & Treatment (CPST), Family Support & Training (FST)	MAP			Within 2 weeks of request		Within 5 days of request or as clinically indicated
	Adult HARP			Within 2 weeks of request		Within 5 days of request
	Children					Within 5 business days of request
CORE Services - Peer Supports	MAP		Within 24 hours of request	Within 1 week of request		Within 5 days of request
	Adult HARP		Within 24 hours for symptom management	Within 1 week of request		Within 5 days of request
	Children			Within 1 week of request		Within 72 hours of request
IPRT	Adult HARP				2-4 weeks	
Inpatient Psychiatric Services	Adult HARP	Upon Presentation				

MAP Service Type	LOBs	Emergency	Urgent	Non-Urgent MH/SUD	BH Specialist	Follow-up to Emergency or Hospital Discharge
Educational & Employment Support Services	Adult HARP			Within 2 weeks of request		
Intensive Psychiatric Rehabilitation Treatment (IPRT)	Children			2-4 weeks		Within 24 hours
Inpatient Psychiatric Services	Children	Upon Presentation				
CPST	Children		Within 24 hours (for intensive in home and crisis response services under definition)	Within 1 week of request		Within 72 hours of discharge
OLP	Children		Within 24 hours of request	Within 1 week of request		Within 72 hours of request
Family Peer Support Services	Children		Within 24 hours of request	Within 1 week of request		Within 72 hours of request
PSR	Children		Within 72 hours of request	Within 5 business days of request		Within 72 hours of request
Crisis Respite	Children	Within 24 hours of request	Within 24 hours of request			Within 24 hours of request
Prevocational Services	Children			Within 2 weeks of request		
Adaptive & Assistive Equipment	Children		Within 24 hours of request	Within 2 weeks of request		Within 24 hours of request
Palliative Care	Children		Within 24 hours of request	Within 2 weeks of request		

Children Follow-Up to Residential Services, Detention Discharge, or Discharge from Justice System

MAP Service Type	Appointment Availability
MH Outpatient Clinic (including licensed BH Practitioner)/PROS Clinic	Within 5 business days of request
Opioid Treatment Program	Within 5 business days
CORE Services ¹⁰ - Psychosocial Rehabilitation (PSR), Community Psychiatric Support & Treatment (CPST), Family Support & Training (FST)	Within 5 business days of request
CORE Services - Peer Supports	Within 72 hours of request
CPST	Within 72 hours
OLP	Within 72 hours of request
Family Peer Support Services	Within 72 hours of request
PSR	Within 72 hours of request
Prevocational Services	Within 2 weeks of request
Adaptive & Assistive Equipment	Within 24 hours of request

Follow-Up to Jail/Prison Discharge

MAP Service Type	LOBs	Appointment Availability
MH Outpatient Clinic (including licensed BH Practitioner)/PROS Clinic	MAP	Within 5 business days of request
	Adult HARP	
PROS	MAP	Within 5 days of request
	Adult HARP	Timeframe to be determined
Continuing Day Treatment (CDT)	Adult HARP	Timeframe to be determined
OASAS Outpatient Clinic	MAP	Within 5 days of request
	Adult HARP	Timeframe to be determined
CORE Services ¹⁰ - Psychosocial Rehabilitation (PSR), Community Psychiatric Support & Treatment (CPST), Family Support & Training (FST)	MAP	Within 5 days of request or as clinically indicated

*The New York State Department of Health requires timely access to care for health care professionals.

MetroPlusHealth must ensure their network of providers can provide members with an appointment within specific timeframes. The Medical and Behavioral Health **Access and Availability Standards** must be met by Primary Care Physicians, OB/GYNs, Specialists, and Behavioral Health Providers where applicable.