



# ✓ Access and Availability Standards\*

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For Providers

✓ MetroPlusHealth

# 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
<b>Mental Health Outpatient Treatment and Rehabilitation Services (Clinic) &amp; Intensive Outpatient Treatment</b>		Within 24 hours	Within 10 business days	Within 7 calendar days of discharge	Within 7 calendar days of request
<b>Intensive Psychiatric Rehabilitation Program Continuing Day Treatment</b>			Within 10 business days of request	Within 24 hours of discharge	
<b>Partial Hospitalization</b>			Within 10 business days of request	Within 7 calendar days of discharge	
<b>Inpatient Psychiatric Services</b>	Upon presentation				
<b>Comprehensive Psychiatric Emergency Program (CPEP)</b>	Upon presentation				
<b>OASAS Comprehensive Outpatient Program and OASAS Licensed Clinic</b>		Within 24 hours	Within 10 business days of request	Within 7 calendar days of discharge	Within 7 calendar days of request

Appointment availability standards apply to behavioral health providers across all lines of business. However, benefit coverage remains subject to the specific benefit package associated with each product.

<b>Service Type</b>	<b>Emergency</b>	<b>Urgent</b>	<b>Non-urgent</b>	<b>Follow-up to Emergency or Hospital Discharge</b>	<b>Follow-up to Residential Services, Detention Discharge, or Discharge from Justice System Placement</b>
<b>Inpatient Detoxification (Medically Managed or Supervised Withdrawal)</b>	Upon presentation				
<b>Ambulatory Substance Use Detox</b>		Within 24 hours of request	Within 10 business days of request	Within 7 calendar days of discharge	
<b>SUD Inpatient Rehab</b>	Upon presentation	Within 24 hours			
<b>Opioid Treatment Program</b>		Within 24 hours	Within 10 business days of request	Within 7 calendar days of discharge	Within 7 calendar days of request
<b>Crisis intervention (Mobile Crisis, Crisis Residence, Crisis Stabilization)</b>	Upon presentation	Within 24 hours of request		Immediate	
<b>Community Psychiatric Supports &amp; Treatment</b>		Within 24 hours of request	Within 5 business days of request	Within 5 business days of discharge	Within 72 hours
<b>Child CFTSS Other Licensed Practitioner</b>		Within 24 hours of request	Within 7 calendar days of request	Within 72 hours of discharge	Within 72 hours of request
<b>Palliative Care</b>			Within 14 calendar days of request	Within 24 hours of discharge	

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<b>Service Type</b>	<b>Emergency</b>	<b>Urgent</b>	<b>Non-urgent</b>	<b>Follow-up to Emergency or Hospital Discharge</b>	<b>Follow-up to Residential Services, Detention Discharge, or Discharge from Justice System Placement</b>
<b>Family Peer Support Services</b>		Within 24 hours of request	Within 7 calendar days of request	Within 72 hours of discharge	Within 72 hours of request
<b>Youth Peer Support &amp; Training</b>			Within 7 calendar days of request	Within 72 hours of discharge	Within 72 hours of request
<b>Assertive Community Treatment (ACT)</b>		Within 24 hours of SPOA assignment	Within 24 hours of SPOA assignment	Within 7 calendar days of discharge	
<b>Psychosocial Rehabilitation</b>		Within 72 hours of request	Within 5 business days of request	Within 72 hours of discharge	Within 72 hours of request
<b>Caregiver/ Family Advocacy &amp; Support Services</b>			Within 5 business days of request		
<b>Crisis Respite Services</b>	Within 24 hours of request	Within 24 hours of request		Within 24 hours of discharge	
<b>Planned Respite</b>			Within 7 calendar days of request	Within 7 calendar days of discharge	
<b>Prevocational Services</b>			Within 14 calendar days of request		Within 10 business days of request

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<b>Supported Employment</b>			Within 14 calendar days of request		Within 10 business days of request
<b>Day and Community Habilitation</b>			Within 14 calendar days of request		
<b>Behavioral Health Practitioner (Mental Health or Substance Use)</b>			Within 10 business days of request	Within 7 calendar days of discharge	
<b>Personalized Recovery Oriented Services (PROS)</b>		Within 24 hours of request	Within 10 business days of request	Within 7 calendar days of discharge	
<b>OASAS Part 820 Residential Services</b>		Within 24 hours of request	Within 14 calendar days of request		
<b>Adult Community Orientated Recovery and Empowerment Services (CORE)</b>			Within 10 business days of Licensed Profession of Healing Arts referral		
<b>Adult Home and Community Based Services (HCBS)</b>			Within 10 business days of HCBS eligibility assessment and referral		

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\*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.

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