

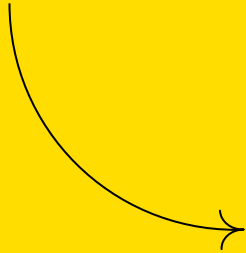


✓ Access and Availability Standards

For Members

✓ MetroPlusHealth

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Appointment Availability Standards for Behavioral Health Providers

Inpatient Behavioral Health		
Service Type	Emergency	Urgent
Comprehensive Psychiatric Emergency Program (CPEP)	Upon presentation (24 hours a day, 7 days a week)	Not applicable
Inpatient Psychiatric Services	Upon presentation (24 hours a day, 7 days a week)	Not applicable
Inpatient Detoxification (Medically Managed or Supervised Withdrawal)	Upon presentation (24 hours a day, 7 days a week)	Not applicable
Substance Use Disorder (SUD) Inpatient Rehabilitation	Upon presentation (24 hours a day, 7 days a week)	Within 24 hours of request

Crisis Intervention Services		
Service Type	Emergency	Urgent
Mobile Crisis	Immediate and no later than within 24 hours of request	Within 24 hours of request
Crisis Residence	Immediate and no later than within 24 hours of request	Within 24 hours of request
Crisis Stabilization	Immediate and no later than within 24 hours of request	Within 24 hours 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.

Outpatient and Residential Services				
Service Type	Urgent	Non-urgent	Follow-up to Emergency or Hospital Discharge	Follow-up to Residential Services, Detention Discharge, or Discharge from Justice System Placement
Partial Hospitalization		Within 10 business days of request	Within 5 days of discharge	Within 5 days of request, or as clinically indicated
Assertive Community Treatment (ACT)	Within 24 hours of Single Point of Access (SPOA) assignment	Within 24 hours of Single Point of Access (SPOA) assignment	Within 5 days of discharge	Within 5 days of request, or as clinically indicated
Personalized Recovery Oriented Services (PROS)	Within 24 hours of request	Within 10 business days of request	Within 5 days of discharge	Within 5 days of request, or as clinically indicated
Intensive Psychiatric Rehabilitation Program and Continuing Day Treatment		Within 10 business days of request	Within 24 hours of discharge	Within 5 days of request, or as clinically indicated
Mental Health Outpatient Treatment and Rehabilitation Services (Clinic) and Intensive Outpatient Treatment	Within 24 hours	Within 10 business days	Within 5 days of discharge	Within 5 days of request, or as clinically indicated
OASAS Part 820 Residential Services	Within 24 hours of request	Within 14 calendar days of request	Within 5 days of discharge	Within 5 days of request, or as clinically indicated
Ambulatory Substance Use Detox	Within 24 hours of request	Within 10 business days of request	Within 5 days of discharge	Within 5 days of request, or as clinically indicated
OASAS Comprehensive Outpatient Program	Within 24 hours	Within 10 business days of request	Within 5 days of discharge	Within 5 days of request, or as clinically indicated

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Outpatient and Residential Services				
Service Type	Urgent	Non-urgent	Follow-up to Emergency or Hospital Discharge	Follow-up to Residential Services, Detention Discharge, or Discharge from Justice System Placement
Opioid Treatment Program	Within 24 hours	Within 10 business days of request	Within 5 days of discharge	Within 5 days of request, or as clinically indicated
OASAS Licensed Clinic	Within 24 hours	Within 10 business days of request	Within 5 days of discharge	Within 5 days of request, or as clinically indicated

Home and Community Based Services				
Service Type	Urgent	Non-urgent	Follow-up to Emergency or Hospital Discharge	Follow-up to Residential Services, Detention Discharge, or Discharge from Justice System Placement
Adult Educational and Employment Support Services		Within 2 weeks of request	Within 5 days of discharge	Within 5 days of request, or as clinically indicated
Adult Habilitation Services		Within 2 weeks of request	Within 5 days of discharge	Within 5 days of request, or as clinically indicated
Child Caregiver/ Family Advocacy and Support Services		Within 5 business days of request	Within 5 days of discharge	Within 5 days of request, or as clinically indicated
Child Crisis Respite Services	Within 24 hours of request		Within 24 hours of discharge	Within 5 days of request, or as clinically indicated
Child Planned Respite		Within 7 calendar days of request	Within 5 days of discharge	Within 5 days of request, or as clinically indicated

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Home and Community Based Services				
Service Type	Urgent	Non-urgent	Follow-up to Emergency or Hospital Discharge	Follow-up to Residential Services, Detention Discharge, or Discharge from Justice System Placement
Child Prevocational Services		Within 14 calendar days of request	Within 5 days of discharge	Within 5 days of request, or as clinically indicated
Child Supported Employment		Within 14 calendar days of request	Within 5 days of discharge	Within 5 days of request, or as clinically indicated
Child Community Habilitation		Within 14 calendar days of request	Within 5 days of discharge	Within 5 days of request, or as clinically indicated

Adult Community Orientated Recovery and Empower Services				
Service Type	Urgent	Non-urgent	Follow-up to Emergency or Hospital Discharge	Follow-up to Residential Services, Detention Discharge, or Discharge from Justice System Placement
Community Treatment and Support, Psychosocial Rehabilitation, Family Support and Training	Within 24 hours	Within 2 weeks of request	Within 5 days of discharge	Within 5 days of request, or as clinically indicated
Empowerment Peer Support		Within 1 week of request	Within 5 days of discharge	Within 5 days of request, or as clinically indicated

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Child and Family Treatment and Support Services				
Service Type	Urgent	Non-urgent	Follow-up to Emergency or Hospital Discharge	Follow-up to Residential Services, Detention Discharge, or Discharge from Justice System Placement
Community Psychiatric Supports and Treatment	Within 24 hours of request	Within 5 business days of request	Within 72 hours of discharge	Within 72 hours
Other Licensed Practitioner	Within 24 hours of request	Within 7 calendar days of request	Within 72 hours of discharge	Within 72 hours of request
Family Peer Support Services	Within 24 hours of request	Within 7 calendar days of request	Within 72 hours of discharge	Within 72 hours of request
Youth Peer Support and Training		Within 7 calendar days of request	Within 72 hours of discharge	Within 72 hours of request
Psychosocial Rehabilitation	Within 72 hours of request	Within 5 business days of request	Within 72 hours of discharge	Within 72 hours 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.

Complaint Submission Process

Members or their designated representative can submit a complaint/grievance orally or in writing.



To file by phone:

Call Member Services at **800.303.9626**

Medicaid, CHP: **800.303.9626**

Gold, GoldCare: **877.475.3795**

QHP, EP: **855.809.4073**

Monday through Friday, 8:00am to 6:00pm, and Saturday, 9:00am to 5:00pm.



To file via mail:

MetroPlusHealth

50 Water Street, 7th Floor

New York, New York 10004

Attention: Complaints Manager



Is additional information needed, or do members want to complain externally?

Members can also file a complaint to NYS DOH via phone or email.

Call **800.597.8481**

Email nysdoh.bcs.behavioral.health.complaints@health.ny.gov

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.

ATTENTION: Language assistance services and other aids, free of charge, are available to you.

Call 800.303.9626 (TTY: 711). ATENCIÓN: Dispone de servicios de asistencia lingüística y otras ayudas, gratis. Llame al 800.303.9626 (TTY: 711). 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 800.303.9626 (TTY: 711)。