


County of Marin Behavioral Health and Recovery Services (BHRS)	POLICY NO. BHRS-46
	Next Review Date: March 2021
POLICY:	Date Approved: March 28, 2018
<u>TIMELY ACCESS OF SERVICE</u>	Date Reviewed/Approved:
NEW POLICY	By:  Jéi 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 18-011; 18-010
 MHSUS-SUS-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.

County of Marin Behavioral Health and Recovery Services (BHRS)	POLICY NO. BHRS-46 Review Date: March 2021
POLICY: <u>TIMELY ACCESS OF SERVICE</u> NEW POLICY	Date Approved: March 2018 Date Reviewed/Revised:

- A. Psychiatric 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, Crisis Intervention, Medication Support 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)
- 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-SUS-24 Monitoring and BHRS-44 Network Adequacy Monitoring for procedures on how BHRS monitors timely access to DMC-ODS and MHP services.