



BlueLincs HMO/Blue Advantage Behavioral Health Care and Substance Abuse

ACCESS STANDARDS

- Initial visit for routine care: Appointment available within 10 business days
- Urgent: Appointment available within 24 hours
- Emergency: Direction to care available immediately
- Non-life-threatening emergency: Treatment available within 6 hours
- Waiting time in clinic (begins at time of scheduled appt.) 60 minutes or less
- Residential care or hospitalization: Appointment available within 7 days of request

AFTER HOURS ACCESS STANDARDS

- The provider is required to provide access or personal instruction to members 24 hours a day, seven days per week
- This coverage includes instructions to call another number that connects to a person or an office outgoing message that can be returned within one hour
- Out of office messages directing the member to call 911 or to go to the closest emergency room or urgent care center for services alone is unacceptable instruction
- All office calls should be answered and must provide instruction per the above requirements