

Provider Network Fax Blast
October 01, 2019

Appointment Availability Standards Survey

In an effort to assess the current availability of primary care, specialist and behavioral health services to our members, NH Healthy Families has developed a short survey to monitor and evaluate member access to these services. Please take a few minutes to complete the electronic survey by visiting: <https://www.nhhealthyfamilies.com/providers/resources.html> and select the applicable Appointment Availability Survey (PCP or Specialist/Behavioral Health).

We appreciate your commitment to meeting the NH State Standards for Access and Availability listed below:

Primary and Specialty Care Access and Availability Standards:

- Urgent Care – within 48 hours of the Member's request
- Non-Urgent, Symptomatic Care – within 10 days of the Member's request
- Non-Symptomatic Care – within 45 calendar days of the Member's request
- Transitional Health Care – within 2 business days of a member's discharge from inpatient care
- Transitional Home Care – within 2 calendar days of a member's discharge from inpatient care; when ordered by a physician or a part of discharge planning
- After-Hours Care - 24 Hour Answering Service, On-Call Physician, or Referral to Emergency Room

Mental Health and Substance Use Disorder Access and Availability Standards:

- Urgent Care – within 48 hours of the Member's request
- Non-Symptomatic Care – within 10 business days of the Member's request
- Behavioral Health Non-Life Threatening Emergency – within 6 hours of the Member's request
- Aftercare appointments following a psychiatric discharge from hospital – within 7 calendar days of discharge
- After-Hours Care – 24 Hour Answering Service, On-Call Physician, or Referral to Emergency Room
- Response to Inquiries for SUD services – within 2 business days of the Enrollee or agencies request
- Conduct initial eligibility screening for SUD services – within 2 business days of initial contact with Enrollee
- Members who have screened positive for SUD shall receive an ASAM Level of Care Assessment - within 2 business days from request or 3 business days after admission
- Members identified for withdrawal management, outpatient or intensive outpatient services receive care - within 7 business days from date ASAM Level of Care assessment was completed
- Members identified for partial hospitalization or rehabilitative residential services shall start receiving interim services that are identified - 7 business days from the date the ASAM Level of Care Assessment was completed and start receiving the level of care no later than 14 business days from the data the ASAM Level of Care Assessment was completed.
- If the type of service identified in the ASAM is not available from the Provider that conducted the initial assessment within 48 hours the provider provides interim SUD services and makes a closed loop referral and continues to treat until member is accepted and starts receiving services - 14 business days from initial contact
- Pregnant women admitted to identified level of care - within 24 hours of ASAM level of care assessment, or identify alternatives or interim services until appropriate level of care is available

Please contact your Provider Network Specialist or reach out to nhproviderrelations@centene.com with any questions.