

Commitment to Communication

From your Provider Relations Team



nh healthy families™

2 Executive Park Drive
Bedford, NH 03110

September 21, 2023

Access Standards

NH Healthy Families strives to ensure that essential services are accessible to our members. Among our numerous objectives, guaranteeing equitable and sufficient healthcare access for our members is paramount. Please refer to the access standards provided below.

Primary Care:

- Urgent Care – within (48) hours of the member's request
- Non-urgent, Symptomatic Care – within (10) calendar days of the Member's request
- Non-Symptomatic Care – within (4)5 calendar days of the Member's request
- Transitional Health Care – within two (2) business days of a member's discharge from inpatient or institutional; care for physical or behavioral health or SUD program.
- After Hours Care - Acceptable care being: (24) Hour Answering Service, On-Call Physician, or Referral to Emergency Room

Specialty Care:

- After- Hours Care – Acceptable care being: 24 Hour Answering Service, On-Call Physician, or Referral to Emergency Room
- Urgent Care – within forty-eight (48) hours of the Member's request
- Non-Urgent, Symptomatic Care – within ten (10) calendar days of the Member's request
- Non-Symptomatic Care – within forty-five (45) calendar days of the Member's request
- Transitional Health Care – Within two (2) calendar days of a member's discharge from inpatient or institutional care; when ordered as a part of discharge planning
- Transitional Home Care – within 2 calendar days of a member's discharge from inpatient care for physical or mental health (when ordered by a physician or a part of a member's discharge plan)

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1-866-769-3085

TDD/TTY: 1-855-742-0123

NHhealthyfamilies.com

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Mental Health Care:

- After- Hours Care – Acceptable care being: 24 Hour Answering Service, On-Call Physician, or Referral to Emergency Room
- Urgent Care - within forty-eight (48) hours of the Member's request
- Non-Urgent Symptomatic Care- Within ten (10) business days of the Member's request
- Non-Symptomatic Care – Within forty-five (45) calendar days of the Members request
- Behavioral Health Non-Life-Threatening Emergency -within (6) hours of the Enrollee's request
- Transitional Health Care – within (2) business days of a member's discharge from inpatient care
- Behavioral Health Post Hospital Discharge– within (7) calendar days of discharge

Substance Use Disorder Care:

- After- Hours Care – Acceptable care being: 24 Hour Answering Service, On-Call Physician, or Referral to Emergency Room
- Aftercare appointments following a psychiatric discharge from hospital – within (7) calendar days of discharge with a licensed MH professional
- 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 identified 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 Level of Care Assessment is not available from the provider that conducted the initial assessment within (48) hours, the provider shall provide interim SUD services and or make an appropriate closed loop referral to continue treatment until the member is accepted and starts receiving services by the receiving agency – (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 Engagement Administrator or reach out to NHProviderRelations@centene.com with any questions.

Sincerely,
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