

# Commitment to Communication

*From your Provider Relations Team*



nh healthy families™

2 Executive Park Drive  
Bedford, NH 03110

## Revised Access Standards Effective September 1, 2019

August 15, 2019

NH Healthy Families works to make sure that needed services are available to our members. One of our many goals is to ensure adequate and equal access to healthcare for our members. The standards **bolded** below are effective beginning September 1, 2019, with the implementation of NH Healthy Families' new contract with DHHS.

### Primary Care:

- Urgent Care – within 48 hours of the Enrollee's request
- Non-urgent, Symptomatic Care – within 10 days of the Enrollee's request
- Non-Symptomatic Care – within 45 calendar days of the Enrollee's request
- **Transitional Health Care – within 2 business days of a member's discharge from inpatient care**
- 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 48 hours of the Enrollee's request
- Non-Urgent, Symptomatic Care – within 10 calendar days of the Enrollee's request for specialist care and 10 business days for behavioral health care
- Non-Symptomatic Care – within 45 calendar days of the Enrollee's request
- **Transitional Health Care – within 2 business days of a member's discharge from inpatient care; when ordered as a part of discharge planning**
- **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**

### Mental Health Care:

- After- Hours Care – Acceptable care being: 24 Hour Answering Service, On-Call Physician, or Referral to Emergency Room

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- Urgent Care – within 48 hours of the Enrollee’s request
- **Non-Symptomatic Care** – within 10 business days of the Enrollee’s 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; when ordered as a part of discharge planning
- **Aftercare appointments following a psychiatric discharge from hospital** – 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
- **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 Network Specialist or reach out to [nhproviderrelations@centene.com](mailto:nhproviderrelations@centene.com) with any questions.

Sincerely,

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