

# Behavioral Health Appointment Access Standards

Florida Healthy Kids and Medicaid Access & Availability  
January 2024

# Agenda

Provider Requirements

Timely Appointment Access to Care Standards (Medicaid & Florida Healthy Kids)

Quarterly Florida Healthy Kids and Medicaid Survey + Tip Sheet

Compliant and Non-Compliant Scenarios



# Provider Requirements

- As a credentialed behavioral health provider, Carelon monitors your practice's accessibility to ensure that Florida Healthy Kids and Florida Medicaid members receive timely access to behavioral health services based on the clinical urgency of their needs.
- Contractually, Carelon providers must ensure that their members have timely access to care. Access to care is defined in each provider contract, section 1.4.
- **1.4 Access to Care.** *Provider shall abide by all access to care standards as required by applicable laws and guidelines, including but not limited to standards established by NCQA, CMS and AHCA.*



# Provider Requirements

## NCQA

- NCQA deems Carelon to be 100% compliant for the “non-life threatening emergencies” component of Factor 1 if members are directed to the ER for all emergencies.
- Factor 1 can be defined as the members’ ability to access care for emergencies 24 hours per day/7days per week and access to urgent care within 24 hours.

## How Can My Practice Meet Compliance?

- In order to be found compliant by NCQA and in accordance with your contract, it is required that your practice direct all members with emergencies to the nearest emergency room if you/your practice cannot accommodate them within the specified timeframes.
- Local community mental health centers (CMHCs) provide wraparound services for Florida Medicaid members.
- Members should be referred back to Carelon’s Customer Service Team to be provided with a list of CMHCs in their area.



# Timely Appointment Access to Care Standards

## **Florida Medicaid**

<b>Appointment Type</b>	<b>Appointment Standard</b>
Urgent Care (initial and follow-up not requiring a prior authorization)	Within 48 hours
Post Inpatient Discharge Follow-up	Within 7 days
Initial Visit Routine Care	Within 14 days

## **Florida Healthy Kids**

<b>Appointment Type</b>	<b>Appointment Standard</b>
Urgent Care	Within 24 hours
Initial Visit Routine Care	Within 7 days
Initial Visit Routine Care	Within 7 days
Follow-Up Routine Care	Within 28 days (4 weeks)



**Quarterly Compliance Goal: 90%**

# Quarterly Appointment Access Surveys & Tip Sheets

- Appointment Access and Availability Surveys are sent, via an online survey tool (Checkmarket) to all credentialed providers, contracted groups and outpatient facilities on a quarterly basis.
- Carelon assesses all appointment types for both Florida Medicaid and Florida Healthy Kids.
- Office staff/appointment schedulers/providers are asked to self-report the actual wait time for each access standard being surveyed.
- An Appointment Access Standard Provider Tip Sheet is emailed to all Medicaid providers, quarterly, prior to the survey period distribution.



# Compliant vs. Non-Compliant Scenarios

## Compliant Scenarios

- Providers offering appointments within the required timeframe.
- Providers offering appointments within the required timeframe though telehealth.
- Providers offering appointments within the required timeframe by referring members to alternate providers.
- Providers offering appointments within the required timeframe with other providers within their practice.

## Non-Compliant Scenario

- Providers offering appointments exceeding the required standards.

## Non-Compliant Corrective Actions

- Carelon must report non-compliant providers to AHCA and FHK on a quarterly basis.
- All non-compliant providers will be contacted by Provider Relations to assist the office by implementing a corrective action plan to address the non-compliance.
- All non-compliant providers will be resurveyed, quarterly, until compliance is met within each standard.



**Thank You!**

