

Appointment Access Standards
Availability and Accessibility of Clinical Services

Appointment Type	Definition	Standard
Life Threatening Emergencies	Situation where member is at immediate risk of self harm or harm to others	Immediate Access
Non-life Threatening Emergencies	Situation when a member's risk of self-harm or harm to others is not imminent but requires a safe environment	6 hours
Urgent Care	Situation when member is not in acute crisis but requires stabilization	24 hours
Initial Outpatient Behavioral Health Visit	Situation when member needs a first visit for non-urgent or non-emergency care but to establish provider or diagnostic care	14 days
Routine Office Visit	Situation when member is not in acute crisis but requires maintenance	21 days

Type of Provider / Practitioner	Geographic Standard
Outpatient Mental Health Services)	Member has access to a covered provider/entity within: Metro: 30 miles or 45 minutes of a Member's residence; Rural (Navarro): 75 miles or 90 minutes of a Member's residence.
SUD Chemical Dependency and Opioid Treatment	Member has access to a covered provider/entity within: Metro: 30 miles or 45 minutes of a Member's residence; Rural (Navarro): 75 miles or 90 minutes of a Member's residence.
Mental Health Targeted Case Management	Member has access to a covered provider/entity within: Metro: 30 miles or 45 minutes of a Member's residence; Rural (Navarro): 75 miles or 90 minutes of a Member's residence.
Psychiatrists	Member has access to a covered provider/entity within: Metro: 30 miles or 45 minutes of a Member's residence; Rural (Navarro): 60 miles or 75 minutes of a Member's residence.