

To: AmeriHealth Caritas Louisiana Providers

Date: December 20, 2019

Subject: Appointment Availability Access Standards

Summary: AmeriHealth Caritas Louisiana reminds its BH providers of requirements related to appointment availability standards.

AmeriHealth Caritas Louisiana has established standards for accessibility of medical care services, in alignment with Louisiana Department of Health requirements. The standards listed below are requirements of the provider contract:

Appointment Availability and Access to Care Measures		Standards
Appointment Availability	Psychiatric Inpatient Hospital	Admit to hospital not to exceed 4 hours (emergency involuntary), 24 hours (involuntary) or 24 hours (voluntary)
	ASAM Level 3.3, 3.5, and 3.7	Within 10 business days
	Withdrawal Management	Within 24 hours when medically necessary
	Psychiatric Residential Treatment (PRTF)	Within 20 calendar days
	Behavioral Health Life-Threatening Emergent Care	An appointment shall be arranged within 1 hour of request or ER/UCC/CC
	Behavioral Health Non-Life Threatening Emergent Care	6 hours or ER/UCC/CC
	Behavioral Health Urgent Non-emergency Care	An appointment shall be arranged within 48 hours of request
	Behavioral Health Initial Visit Routine Non-Urgent Care	Within 14 days
	Behavioral Health Follow-Up Visit Routine Care	30 days
	Behavioral Health Follow-Up Post Discharge Care	Within 30 days of discharge
	According to hospital discharge instructions	According to hospital discharge instructions
	Wait time in office for scheduled appointments	Not to exceed 45 minutes

Appointment Availability and Access to Care Measures		Standards
	Delayed appointments	Notify Patient immediately if provider is delayed and if anticipated to be more than a 90 Minute Wait Time the member shall be offered a new appointment
	Walk-in patients	Seen ASAP/Follow written provider procedures

AmeriHealth Caritas Louisiana monitors after-hours standards on a routine basis. The standards are outlined below.

- Provider shall either utilize an after-hours answering service or have a recorded message that includes instruction to dial 911, go to an emergency room, or to stay on line if there is an emergency situation.
- Recorded messages shall have an option to reach a live party.
- Afterhours offers an option to speak with a medical provider within 30 minutes.

AmeriHealth Caritas Louisiana monitors compliance with appointment standards in a variety of ways: During visits by your Provider Network Account Executive, monitoring member complaints, telephone surveys, and mystery shopper calls. Non-compliant providers are notified of all categories requiring improvement and required to submit a corrective action plan to meet the performance standards within a specific time period.

Questions:

Thank you for your continued support and commitment to the care of our members. If you have questions about this communication, please contact AmeriHealth Caritas Louisiana's Provider Services department at 1-888-922-0007 or your [Provider Network Management Account Executive](#).

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