Timely Access Procedure

Effective Date 04/02/2019
Approval Date 04/02/2019

Veronica Kelley, DSW, LCSW, Director

Purpose
To describe the timely access procedure for specialty mental health services and substance use disorder (SUD) services rendered to Medi-Cal clients by the Department of Behavioral Health (DBH), its Contract Agencies, and/or Fee-For-Service (FFS) providers.

Timely Access Responsibility
In order to ensure DBH, its contract agencies, and/or FFS providers are aware of and adhering to the timely access requirements of the California Department of Health Care Services (DHCS); the following table explains the roles and responsibilities:

<table>
<thead>
<tr>
<th>Role</th>
<th>Responsibility</th>
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<tbody>
<tr>
<td>DBH Quality Management (QM) Program Manager/designee</td>
<td>• Discuss and take appropriate action to address Timely Access requirements in the QM Action Committee meetings, DBH Executive Operations meetings, and Association of Community Based Organization meetings</td>
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<td>DBH QM</td>
<td>• Train staff regarding elements of the Medicaid Final Rule, which includes Timely Access at Chart Documentation training, QM Quarterly Forums, FFS provider training, and other applicable training;</td>
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<td>• Answer questions regarding Timely Access, and</td>
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<td>• Contact clinics, programs and providers, as needed, to discuss Timely Access; including methods utilized to address and meet requirements, as well as challenges and barriers encountered.</td>
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<td>United Way 2-1-1</td>
<td>• Submit Initial Call Log (ICL) information no later than 9 a.m. the following business day for each day it answers After Hours calls to: <a href="mailto:DBH-QualityManagementDivision@dbh.sbcounty.gov">DBH-QualityManagementDivision@dbh.sbcounty.gov</a>.</td>
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<tr>
<td>DBH Research and Evaluation (R&amp;E)</td>
<td>• Query reports on a monthly basis from the ICL, appointment scheduling, SUD Client Access Line call status log and other applicable data to determine timeframes for appointments; Submit data by the fifth (5th) day of the following month to: <a href="mailto:DBH-QualityManagementDivision@dbh.sbcounty.gov">DBH-QualityManagementDivision@dbh.sbcounty.gov</a>, and</td>
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<td>• Send monthly R&amp;E reports to DBH Executive staff regarding compliance with timely access and quality improvement.</td>
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<td>DBH clinic, contract agency and/or FFS provider staff</td>
<td>• Log initial requests from potential clients that are received by phone, in person and in writing on the ICL, for the services indicated on page 1 of the Timely Access Policy;</td>
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<td>• Submit ICL information for the prior business week no later than noon Tuesday to: <a href="mailto:DBH-QualityManagementDivision@dbh.sbcounty.gov">DBH-QualityManagementDivision@dbh.sbcounty.gov</a>; and</td>
</tr>
<tr>
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<td>• Query reports on a monthly basis from the ICL, SUD Client Access Line call status log, appointment scheduling and other applicable data to determine timeframes for appointments. Submit data by the fifth (5th) day of the following month to: <a href="mailto:DBH-QualityManagementDivision@dbh.sbcounty.gov">DBH-QualityManagementDivision@dbh.sbcounty.gov</a>.</td>
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Related Policy or Procedure

- DBH Standard Practice Manual:
  - Network Adequacy Monitoring Policy (QM6043)
  - Network Adequacy Monitoring Procedure (QM6043-1)
  - Out of Network Access Policy (QM6044)
  - Out of Network Access Procedure (QM6044-1)
  - Service Availability Policy (QM6046)
  - Timely Access Policy (QM6041)

Reference(s)

- California Code of Regulations, Title 28, Section 1300.67.2.2
  https://govt.westlaw.com/calregs/Document/IAEB5B380101711DFBF14F83A306F765F?originationContext=Search+Result&listSource=Search&viewType=FullText/navigationPath=Search%2fv%2fsearch%2fresults%2fnavigation%2fioad62d340000169302057ad8bbeb9bf%3fstartIndex%3d1%26Nav%3dREGULATION_PUBLICVIEW%26contextData%3d(sc.Default)&rank=1&list=REGULATION_PUBLICVIEW&transitionType=SearchItem&contextData=(sc.Search)&t_T1=28&t_T2=1300.67.2.2&t_S1=CA+ADC+s

- California Department of Health Care Services Mental Health and Substance Use Disorder Services Information Notice No. 18-011

- Revenue Contract with the California Department of Health Care Services for the Provisions of Specialty Mental Health Services