



Timely Access Procedure

Effective Date 04/02/2019
Revised Date 07/27/2020

Veronica Kelley, DSW, LCSW, Director

Purpose To provide guidance of completion of timely access requirements for mental health services and substance use disorder (SUD) services rendered to Medi-Cal clients by the Department of Behavioral Health (DBH), contract agencies, and Fee-For-Service (FFS) providers.

Timely Access Responsibility As outlined in DBH Timely Access Policy (QM6041), DBH, contract agencies, and FFS providers must adhere to Department of Health Care Services (DHCS). The following table outlines applicable roles and responsibilities:

Role	Responsibility
DBH Quality Management (QM) Program Manager/designee	<ul style="list-style-type: none"> • Discuss and take appropriate action to address Timely Access requirements during QM Action Committee meetings, DBH Executive Operations meetings, and Association of Community Based Organization meetings.
DBH QM	<ul style="list-style-type: none"> • Train staff regarding elements of the Medicaid Final Rule, including Timely Access during Chart Documentation training, QM Quarterly Forums, FFS provider training, and other applicable trainings. • Answer questions regarding Timely Access. • 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.
DBH Research and Evaluation (R&E)	<ul style="list-style-type: none"> • Query reports on a monthly basis from the Initial Contact Log (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: DBH-QualityManagementDivision@dbh.sbcounty.gov, and • Send monthly R&E reports to DBH Executive Staff regarding compliance with timely access and quality improvement.

Continued on next page

Timely Access Procedure, Continued

Timely Access Responsibility, continued

Role	Responsibility
DBH clinic, contract agency or FFS provider staff	<ul style="list-style-type: none"> • Log initial requests from potential clients received by phone, in person and in writing on the ICL for the services indicated in the Timely Access Requirements section of the Timely Access Policy • Submit ICL information for the prior business week no later than Tuesdays at noon to: DBH-QualityManagementDivision@dbh.sbcounty.gov, and • 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: DBH-QualityManagementDivision@dbh.sbcounty.gov.

Failure to Meet Access Procedure

In the event a DBH program, contract agency or FFS provider is unable to meet timely access standards, the program, agency or provider are required to complete the following steps:

Step	Action
1	<p>Notify the applicable DBH Program Manager of the inability to meet timely access. DBH will provide technical assistance regarding adherence with the timely access standards.</p> <p>Note: For DMC-ODS providers, a Corrective Action Plan (CAP) must be submitted within thirty (30) days to DBH Substance Use Disorder and Recovery Services (SUDRS) of self-reporting or DBH's determination of timely access not being met. DBH-SUDRS will review and approve the CAP and verify corrections have been made to resolve timely access.</p>
2	<p>Clients who cannot be offered an appointment within standards shall be issued the applicable Notice of Adverse Benefit Determination (NOABD) as indicated in the Notice of Adverse Benefit Determination Procedure (QM6029-4).</p> <p>Note: In the event a client is offered an appointment within the standard timeframe but does not accept and/or accepts an appointment outside of the standard timeframes, then a NOABD does not need to be issued nor does DBH need to be notified.</p>
3	<p>Ensure it is meeting staffing requirements, as applicable, or for contract agencies as outlined in Addendum I of the contract.</p>

Note: It is the goal of DBH to work collaboratively with its programs, contract agencies and FFS providers to meet DHCS requirements, as well as applicable regulations. Programs, contract agencies or FFS providers who do not meet timely access standards, may be placed on probationary status. Inability to correct a deficiency may result in contract termination.

Continued on next page

Timely Access Procedure, Continued

Related Policy or Procedure

DBH Standard Practice Manual:

- [Timely Access Policy \(QM6041\)](#)
 - [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 \(QM6046\)](#)
-

Reference(s)

- [California Code of Regulations, Title 28, Section 1300.67.2.2](#)
 - [California Department of Health Care Services Mental Health and Substance Use Disorder Services Information Notice No. 18-011](#)
 - [California Welfare and Institutions Code, section 14197](#)
 - [State of California Department of Health Care Services Revenue Agreement Provisions of Specialty Mental Health](#)
 - [State of California Department of Health Care Services Revenue Agreement Substance Use Disorder Drug Medi-Cal Organized Delivery System](#)
-