



POLICY / PROCEDURE
Standards for Timely Behavioral Health
Access and Behavioral Health Telephone
Access

TOPIC: Accessibility of Services
CATEGORY: Quality Improvement

Policy Number:	QI 5.3
Original Effective Date:	04/00/02
Review w/o revision dates:	4/03, 2/06, 2/08, 12/10
Revision Dates:	9/03
Scope:	Scott & White Health Plan NCQA Standard QI5, TDI (28 TAC §1607), CMS (42 CFR §417.106)
Cross Reference:	
Originated by:	QI Division
Approved by:	(QIS Chairman)

I. POLICY:

A. SWHP has established the following standards for timely accessibility of behavioral and mental healthcare services:

Routine office visit appointments	10 working days
Urgent care	24 hours‡
Non-life-threatening emergency care	6 hours‡
Life-threatening emergency care	Immediately‡

‡ SWHP members have direct access to Behavioral Health Practitioners by calling their office or going to the Emergency Room.

B. Telephone Access: No centralized screening or triage is used.