

# 2024 Behavioral Health Appointment Standards

## Provider Tip Sheet

### What is the appointment access to care standard looking at?

Ensuring that Florida Medicaid and Florida Healthy Kids members receive timely access to behavioral health services based on the clinical urgency of their needs.

### Why is the appointment access to care standard important?

To improve patient access to routine and urgent care.

### Who is included in the measure?

Behavioral health providers who treat Florida Medicaid and Florida Healthy Kids members.

### When does a provider 'comply' with the standard?

For Florida Healthy Kids (FHK) members, providers should arrange appointments for:

- Emergency care: Immediately or referred to an emergency facility.
- Urgent care appointments: within twenty-four (24) hours.
- Routine care appointments: within seven (7) days of the request.

For Florida Medicaid members, providers should arrange appointments for:

- Urgent care appointments: within forty-eight (48) hours of the request.
- Post inpatient discharge follow up appointments: within seven (7) days.
- Initial visit for routine care appointments: within fourteen (14) days of the request.

### How to comply with the urgent care (within 24 hours) standard in a behavioral health setting?

Providers scheduling urgent care appointments via telehealth, within the standard times, will be considered compliant. Providers will also be considered compliant by referring to an alternate provider/facility as an option.

## What can providers do to improve compliance?

- Providers will be considered compliant for referrals to alternate providers/facilities.
- Offer telehealth services within the standard times or referrals to Brave Health or other telehealth providers:
  - Brave Health dedicated phone line: 305-501-6662
  - Brave Health fax: 727-306-8033
  - Email: [Carelon@bebravehealth.com](mailto:Carelon@bebravehealth.com)