

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?

Providers who see Florida Medicaid and Florida Healthy Kids members.

WHEN DOES A PROVIDER 'PASS' THE MEASURE?

Florida Healthy Kids (FHK) Benchmarks:

- Members with emergencies have access to behavioral healthcare immediately
- Urgent Care has access to care within twenty-four (24) hours
- Routine Sick Patient Care within seven (7) days of request for services

AHCA Medicaid (MMA) Benchmarks:

- Urgent Appointments within 48 hours of the request
- Follow-Up Appointments Post Inpatient Discharge within 7 days
- Outpatient Appointments must be given within 14 days of the request.

HOW TO COMPLY WITH 24-HOUR URGENT CARE IN BH SETTING?

Urgent care Providers who schedule through telehealth within the standard times will be compliant. Providers can also be compliant by referring to other facility/provider as an option.

WHAT CAN PROVIDERS DO TO IMPROVE COMPLIANCE?

- Refer to other facilities/ providers
 - Auditor will score as compliant for referrals to other facilities/providers
- Telehealth appointments by the provider meets standard or referrals to Brave Health or other Telehealth provider.

BRAVE HEALTH DEDICATED PHONE LINE: 305.501.6662
BRAVE HEALTH FAX: 727.306.8033 | EMAIL: Carelon@BEBRAVEHEALTH.COM

