

# Florida MMA and Healthy Kids Appointment Access Standards

Line of Business	Urgent Appointment Standards	Emergent Appointment Standards	Non-Urgent Initial Appointment Standards	Non-Urgent Follow-up Appointment Standards
Definitions	Non-life threatening, could result in serious injury or disability unless medical attention is received.	No MMA Emergent Appointment Standards established	Non-Urgent Care- problems that do not substantially restrict an enrollee's activity unless medical attention is received.	Non-Urgent Care- same definition
Medicaid (MMA)	<b>Within 48 hours</b> of a request for BH services that don't require prior authorization (PA). 96 hours if a PA is required.	No MMA Emergent Appointment Standards established	<b>Within 14 days of the request</b>	<b>Within 7 days (Post Inpatient Discharge)</b>
AHCA Florida Healthy Kids (FHK)	<b>Within 24 hours</b>	<b>Immediately</b>	<b>Within 7 days of request for services</b>	<b>Well-Child (BH Services) Within 4 weeks of request for services</b>

# Florida Healthy Kids (FHK) Appointment Access Standards

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## ***How can providers comply with FHK 24-hour urgent care in a behavioral health 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 FHK 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. See Telehealth referral information below:

**BRAVE HEALTH DEDICATED PHONE LINE: 305.501.6662**

**BRAVE HEALTH FAX: 727.306.8033 | EMAIL: [Carelon@BEBRAVEHEALTH.COM](mailto:Carelon@BEBRAVEHEALTH.COM)**