

**New York Appointment Access Standards  
Availability and Accessibility of Clinical Services**

Appointment Type	Definition	Standard
Life Threatening Emergencies	Situation where member is at immediate risk of self-harm or harm to others	Immediate Access
Non-Life-Threatening Emergencies	Situation when a member's risk of self-harm or harm to others is not imminent but requires a safe environment	6 hours
Urgent Care	Situation when member is not in acute crisis but requires stabilization	24 hours
Follow up after hospitalization	Mental health or Substance Use follow-up visits pursuant to emergency or hospital discharge	Within 5 days of discharge
Initial Outpatient Behavioral Health Visit	Situation when member needs a first visit for non-urgent or non-emergency care but to establish provider or diagnostic care	10 Business Days
Routine Office Visit	Situation when member is not in acute crisis but requires maintenance	10 Business Days