

PROVIDER Update



Health Net®

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MY2018 Behavioral Health Provider Appointment Availability Survey

Beginning November 2018, Health Net Life Insurance Company (Health Net) will administer its annual Behavioral Health Provider Appointment Availability Survey in accordance with the California Department of Insurance (CDI) established regulations and the National Committee for Quality Assurance (NCQA) guidelines. The survey is required by health plans to ensure health care services are provided to patients in a timely manner appropriate for the nature of the patients' conditions and consistent with good professional practice.

A third-party vendor, on Health Net's behalf, will administer the survey to participating behavioral health (BH) providers by contacting select provider offices. The survey takes approximately 10 minutes. Health Net encourages providers to be prepared to participate when contacted.

BH APPOINTMENT STANDARDS

The survey questions ask provider offices how quickly they can schedule appointments for various types of BH care. Providers should verify that appointments are scheduled in accordance with the BH appointment access standards listed below. The standards are included to help providers maintain compliance with the requirements, implement process improvements if necessary and prepare for the survey.

Access measure	Standard
Urgent physician and non-physician mental health appointments (with prior authorization)	Within 96 hours of request
Urgent physician and non-physician mental health appointments (without prior authorization)	Within 48 hours of request
Non-urgent physician mental health appointments	Within 15 business days
Non-urgent non-physician mental health appointments	Within 10 business days
Access to non-life-threatening emergency care (physician and non-physician BH provider)	Within 6 hours of request

IMPROVING BH APPOINTMENT ACCESS

Member satisfaction with access to care is an important goal and essential for member safety. Providers can improve access to care by monitoring scheduling practices, testing their own systems by calling to schedule different appointment types and taking steps to correct any gaps identified.

THIS UPDATE APPLIES TO CALIFORNIA PROVIDERS:

- Behavioral Health Providers
- Participating Physician Groups
- Hospitals
- Ancillary Providers

LINES OF BUSINESS:

- HMO/POS/HSP
- PPO
- EPO
- Medicare Advantage (HMO)
- Medi-Cal
 - Kern
 - Los Angeles
 - Molina
 - Riverside
 - Sacramento
 - San Bernardino
 - San Diego
 - San Joaquin
 - Stanislaus
 - Tulare

PROVIDER SERVICES
provider_services@healthnet.com

Health Net Employer Group PPO
1-800-641-7761
provider.healthnet.com
IFP PPO
1-888-926-2164
provider.healthnetcalifornia.com

PROVIDER COMMUNICATIONS
provider.communications@healthnet.com
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BH providers are encouraged to refer to this communication in educating staff about:

- Mandated appointment access standards.
- Appropriate responses to urgent care and non-life-threatening emergency care appointment availability questions and requests.
- Improving member satisfaction and access to care.

URGENT CARE APPOINTMENTS

An example of an urgent BH care visit request is a member who wants to see a practitioner because he or she is agitated, reports being unable to work for the past few days due to poor concentration and has not slept in a few days. Appropriate responses by the provider are:

- Yes, we can arrange an appointment within 48 hours (appointment does not require prior authorization).
- Yes, we can arrange an appointment within 96 hours (appointment requires prior authorization).

NON-LIFE-THREATENING APPOINTMENTS

An example of a non-life-threatening BH care visit request is a member who wants to see a practitioner because he or she reports suicidal thoughts, has a history of past self-injurious behavior and feels hopeless, but currently denies intent, plan or means to act on suicidal thoughts. Appropriate responses by the provider are:

- Yes, we can arrange an appointment within six hours.
- No, but we can refer the member to a crisis center immediately.
- No, but we can refer the member to an urgent care center immediately.
- No, but we can transfer the member to a triage nurse.
- No, but we can transfer the member to another BH provider.
- No, but we can direct the member to go to an emergency room (ER) immediately.

ADDITIONAL INFORMATION

If you have questions regarding the information contained in this update, contact the applicable Health Net Provider Services Center within 60 days at:

Line of Business	Telephone Number	Provider Portal	Email Address
HEALTH NET EMPLOYER GROUP PPO	1-800-641-7761	provider.healthnet.com	provider_services@healthnet.com
IFP PPO	1-888-926-2164	provider.healthnetcalifornia.com	