Access to Care and Scheduling Standards for Medicaid & CHP+

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Provider Responsibility

Participating CHP+ providers are responsible for providing preventive health services, including immunizations, acute care, well visits, and risk assessments to identify members with chronic or high-risk illnesses, disabilities, or the potential for such conditions, and assessing immunization status to help ensure members receive recommended vaccinations in accordance with current state and federal guidelines. Colorado Access supports providers by communicating vaccination requirements and available resources through provider bulletins, training materials, and Provider Network Services communications.

	Appointment Type	Timeliness Standard
Physical Health Providers	**Urgent** **Note**: Urgent is defined as the existence of conditions that are not life-threatening but require expeditious treatment because of the prospect of the condition worsening without clinical intervention.	Within 24 hours after the initial identification of need.
	After Hours Care	24/7 phone coverage with access to a clinician for triage.
	Outpatient follow-up after hospitalization or residential treatment.	Within 7 days after discharge.
	Non-urgent, symptomatic	Within 7 days after request.
	Emergency	24/7 availability of information and referral to an emergency room for treatment of emergency medical conditions.
	Routine (non-symptomatic well-care physical examinations, preventative care).	Within 1 month after request* *Unless required sooner by AAP Bright Futures schedule.

	Appointment Type	Timeliness Standard
Behavioral Health (BH) and Substance Use Disorder (SUD) **Urgent, Hospitalizations, and Non-Urgent**	**Urgent** **Note:** Urgent is defined as the existence of conditions that are not life threatening but require expeditious treatment because of the prospect of the condition worsening without clinical intervention.	Within 24 hours after the initial identification of need.
	After Hours Care	24/7 phone coverage with access to a clinician for triage, OR, instruct members with non-life-threatening emergencies to contact the Colorado Mental Health Line by calling or texting 988 or live chat at 988Colorado.com for immediate triage/referral, which could include direction to an emergency room or behavioral health crisis unit.
	Outpatient follow-up after hospitalization or residential treatment.	Within 7 days after discharge.
	Non-urgent, symptomatic BH/SUD ongoing outpatient Visits: Frequency varies as the member progresses and the type of visit (e.g., therapy session versus medication visit) changes. This should be based on member's acuity and medical necessity. *Cannot consider administrative or group intake processes as a treatment appointment for non-urgent, symptomatic care or place members on waiting lists for initial requests.	Within 7 days after request.

Behavioral Health and Substance Use Disorder

Emergency and Medication Management

Note: If you are unable to provide an appointment within the required timeframes contact refer the member to the Colorado Access customer service department at 800-511-5010 for assistance in finding services within the required timeframes and please reach out to you provider support representative.

Appointment Type	Timeliness Standard
Emergency By Phone	Within fifteen (15) minutes after initial contact, including TTY accessibility.
Emergency In-Person	**Urban/Suburban areas:** within one (1) hour of contact. **Rural/ Frontier areas:** within two (2) hours of contact.
Emergency Care	Emergency care 24/7 phone coverage with access to a clinician for triage OR instructions to Members with non-life-threatening emergencies to contact the Colorado Mental Health Line by calling or texting 988 or live chat at 988Colorado.com for immediate triage/referral which could include direction to an emergency room or behavioral health crisis unit.
Psychiatry/psychiatric medication management URGENT	Within 7 days after request.
Psychiatry/psychiatric medication management ON-GOING	Within 30 days after request.

Behavioral Health: All behavioral health providers must ensure access to:	Appointment Type	Timeliness Standard
	Non-life-threatening emergency	Within 6 hours of identified need
	Routine Care – Initial visit - clinician	Within 10 business days of request
	Routine Care – follow up - clinician	Within 30 calendar days of request
	Routine Care – Initial visit - psychiatrist	Within 10 business days of request
	Routine Care – follow up – psychiatrist	Within 30 calendar days of request
	Urgent care **Note:** Urgent is defined as the existence of conditions that are not life threatening but require expeditious treatment because of the prospect of the condition worsening without clinical intervention.	Within 48 hours of identified need
	Post-hospitalization/ residential appointment	Within 7 calendar days after discharge

	Appointment Type	Timeliness Standard
Behavioral Health: All behavioral health providers must ensure access to:	**After-hour Care**	24/7 phone coverage with access to a clinician for triage, OR instructions directing members with non-life-threatening emergencies to contact the Colorado Mental Health Line by calling or texting 988 or using live chat at 988Colorado.com for immediate triage/referral which could include directions to an emergency room or behavioral health crisis unit.
	Emergency Care	24/7 phone coverage with access to a clinician for triage OR instructions directing members with non-life-threatening emergencies to contact the Colorado Mental Health Line by call-ing or texting 988 or using live chat at 988Colorado.com for immediate tri-age/referral which could include direc-tions to an emergency room or behav-ioral health crisis unit.

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SUD Residential and Residential for Priority Populations

Note: If admission to the needed residential level of care is not available, refer the individual to interim services, which can include outpatient counseling and psychoeducation, as well as early intervention clinical services (through referral or internal services) no later than 2 days after making the request for admission. These interim outpatient services are intended to provide additional support while waiting for a residential admission.

Appointment Type	Timeliness Standard
Residential	Screen a member for level of care needs within 7 days of request.
Priority Populations **SUD Residential Standard for Priority populations as identified by Behavioral Health Administration (BHA) in order:** 1. Women who are pregnant and using drugs by injection 2. Women who are pregnant 3. Persons who use drugs by injection 4. Women with dependent children 5. Persons who are involuntarily committed to treatment	Screen a member for level of care needs within 2 days of request.

	Appointment Type	Timeliness Standard
Specialty Care	**Regular, non-urgent symptomatic**	Within 7 calendar days of request.
	Routine, non-symptomatic	Within 30 calendar days of request.
	Post-hospitalization outpatient follow-up	Within 7 calendar days of discharge.
	Urgent Care	Within 24 hours of identified need
	After-hours care	24/7 phone coverage with access to a clinician for triage.
	Emergency physical health	24/7 availability of information and referral to an emergency room for treatment of emergency medical conditions.

Administrative Standards	Phone systems	Timeliness Standard
	Providers must have an adequate phone system that allows members to connect with providers for treatment inquiries. • Members must not wait on hold for longer than 15 minutes to speak with a representative at a provider's office. • Providers must also have a voicemail system or another method to track calls received so that members are getting the communication needed to secure appointments. Calls must be returned to members within 1 to 2 business days. • Voicemails for provider practices must clearly identify the provider reached and provide the member with information on after hours coverage. Providers' voicemails should also provide information on how members can seek emergency services.	• Providers who serve Health First Colorado and CHP+ members shall offer hours of operation that are no less than the hours of operation offered to commercial enrollees. • Providers are encouraged to offer flexible appointment times or after regular business hours' appointments to members whenever possible. Federal regulations prohibit discrimination against Health First Colorado and CHP+ beneficiaries. Any practice which selectively excludes members from available treatment services and/or appointments may be in violation of those regulations.

Resources and Support

If the member does not have a provider

We have many kinds of physical and behavioral health care and substance use disorder services for individuals and families and will help members find what works best for them. Please contact the **Colorado Access customer service line** at **1-800-511-5010** for assistance in finding an appropriate provider or use our Provider Directory linked on our website: coaccess.com/members/care

If you need to change or close member panel size (including acceptance of new patients)

Providers must contact the **Provider Network Services** Department at **providernetworkservices@coaccess.com** or **844-430-6684** if changes are needed for member panel size, closing panels or acceptance of new patients. Providers must give a 60-day advance written notice for closing the panel to new members. Please contact your **provider network manager** for additional details.

If you are unable to provide an appointment within the required timeframes

Please refer the member to the **Colorado Access customer service department** at **800-511-5010** for assistance in finding member services within the required timeframes and please reach out to you provider support representative.

Appointments for psychiatric medication management

For members in need of psychiatric medication management, it is required a member's need for medications be assessed immediately and, if clinically indicated, be scheduled for an appointment within a timeframe that ensures:

- The member does not run out of any needed medications; or
- The member is assessed for the need to start medications to ensure a decline in a behavioral health condition does not occur

Colorado Access recommends using alternative resources when psychiatrist appointment availability is limited for initial medication management assessment:

- Primary care provider and/or Integrated care provider.

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