

June 2019

Access to behavioral health

Behavioral health (BH) providers must have a system in place to ensure members are able to call after hours with questions or concerns. Anthem Blue Cross and Blue Shield (Anthem) monitors BH provider compliance with after-hours access on a regular basis. Failure to comply may result in corrective action.

Access to care is outlined in the provider contract and the following resources:

- *Anthem Blue Cross and Blue Shield Indiana Medicaid Provider Manual*
- *Behavioral Health Reference Guide*

Review the *Anthem Blue Cross and Blue Shield Indiana Medicaid Provider Manual* at the following link for specific standards according to provider type: <https://tinyurl.com/y288bygr>.

After-hours protocols

BH providers must follow the below protocols for response to after-hours inquiries made by members:

- Emergent: immediately
- Emergent, non-life-threatening/crisis stabilization: within six hours of request
- Urgent: within 24 hours of referral or request
- Behavioral health examination: within 14 days of request
- Routine outpatient: within 10 business days of request
- Outpatient following discharge from inpatient hospital: within seven days of discharge

Definitions:

- **Emergent:** Emergent treatment is considered an on-demand service and does not require precertification. Members are asked to go directly to emergency rooms for services if they are unsafe or their condition deteriorates.
- **Urgent:** Urgent refers to a service need that is not emergent and can be met by providing an assessment and services within 24 hours of the initial contact. If the member is pregnant and has substance use problems, they are placed in the urgent category.
- **Routine:** Routine refers to a service need that is not urgent and can be met by receiving treatment within 10 days of assessment without causing the member's condition to deteriorate.

If you have questions, contact Provider Services:

- Hoosier Healthwise — **1-866-408-6132**
- Healthy Indiana Plan — **1-844-533-1995**
- Hoosier Care Connect — **1-844-284-1798**

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