



PROVIDER ALERT



Alert #1 – 2008 – 1-10 – HC CMP

ACCESS STANDARDS

Community Care is issuing this alert to remind providers of their contractual obligation to notify us when they are not able to accept new members eligible for services. Please see the reference below from the Provider Agreement Section 3. E.:

C. Access to Care. At Community Care's written request, Provider agrees to provide to Community Care appropriate and reasonable information necessary for Community Care to: (a) ensure that Provider's composition of professional staff is consistent with Community Care's Quality Management Program; and (b) monitor, evaluate and address problems regarding accessibility of care. Provider agrees to comply with Community Care's standards regarding accessibility of care, including, but not limited to, appointment availability and waiting time as set forth in the Provider Manual.

Provider agrees to immediately notify Community Care in writing if it is not accepting new members eligible for services under HealthChoices. After any such period, Provider shall immediately notify Community Care in writing when new HealthChoices members will again be accepted for care. Community Care shall have the option in its discretion of determining if Provider's inability to accept new HealthChoices members for any reason constitutes cause for termination under Section 10C herein.

This requirement applies to all levels of care, **including the requirement for BHRS providers** to notify Community Care in writing of their inability to accept new members. All written notification should be faxed immediately to 1-866-562-2358 and is to include:

- Member Name, contact information (phone number and parent name if minor), county of residence, and date of contact by the member.
- Services your agency is unable to provide.
- The current modality of treatment (i.e., member is currently in partial hospitalization for three hours five days a week, or member/parent has chosen to wait for this provider for an evaluation).

Community Care should also be copied on the notification sent to members unable to be served, including the contact information for other provider agencies for the requested care.

Providers are also reminded of their responsibility to update Community Care as requested regarding the status of individual members, as done through telephone contacts from customer service representatives or clinical staff on an as-needed basis.

Thank you for your attention to this important requirement and please contact your provider relations representative at 1-888-251-2224 if you have any questions.