



# PROVIDER ALERT



Alert # 1-01-21-2010 HCAL, HCBK, HCCH, HCCMP, HCNC, HCNE, HCY/A

## 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 Community Care Behavioral Health Network 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 patients eligible for services under HealthChoices. After any such period, Provider shall immediately notify Community Care in writing when new HealthChoices patients 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 patients 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 forwarded to your Provider Relations Representative and is to include:

- Member Name, member contact information (phone number and parent name if minor), county of residence, and initial date of contact by the member.
- Service(s) your agency is unable to provide and the location(s) where the service is provided.
- 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 level of care.

Providers are also reminded of their responsibility to update Community Care as requested regarding the status of individual members, as may be done by Community Care through telephone contacts from customer service representatives or clinical staff on an as-needed basis. If there is no change in the provider's ability to accept new members, an updated list should be provided at least monthly to include any additional member's names and information.

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 further questions.