

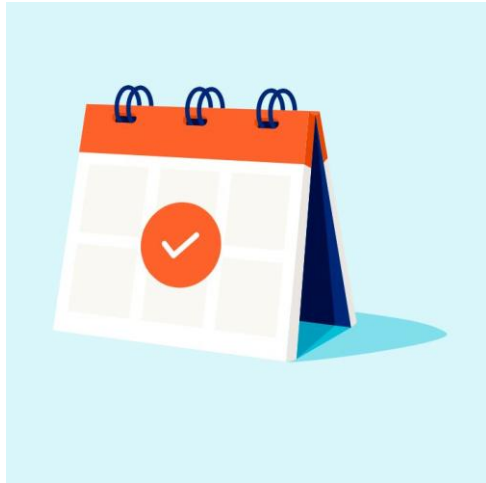


United  
Healthcare  
Community Plan

# **New York Community and State Behavioral Health Access to Care Requirements**

Medicaid, HARP, EPP, CHPlus & MAP

# Behavioral Health appointment access and availability



Timely access to services is important for member mental health and quality of life and UnitedHealthcare Community Plan of New York network care providers play an essential role in member access to behavioral health care:

- Providers must ensure members have timely and reasonable access to mental health and Substance Use Disorder services and are always reasonably available to members
- Appointment access and availability is monitored per state requirements
- We conduct annual surveys of our network care providers' appointment access and availability
- Providers are responsible to attest to their demographic data annually at a minimum
- A Behavioral Health access grievance process exists and the details are available by calling Provider Services at **1-877-614-0484**



# Updating provider demographic data

# Updating provider demographic data

Current provider data is important. An accurate directory provides members access to the care they need and helps you find referral resources.

Network providers are contractually obligated to notify of any changes including office location, weekend or evening availability, billing address, phone number, tax ID number, entity name or network status.

There are 2 easy ways to submit demographic updates:



## Online

In the Provider Express secure portal

Go to [Providerexpress.com](https://Providerexpress.com) to login (upper right corner) with your username and password. Select My Practice Info from the Menu at the top of the page, then select which information needs updating from the drop-down menu



## By phone

Call Provider Services at **1-877-614-0484**



## Need to make a referral?

To find a network provider for a referral, check the provider directory.

If you have difficulty locating a network provider, we can help!

- Call Provider Services at 1-877-614-0484
- Contact your Network Manager. You can find your Network Manager on the Provider Express [contact us page](#).

# OMH/OASAS licensed provider requirements

# Mental health benefits for adults: appointment availability standards

Benefit	Emergency	Urgent	Non-Urgent MH/SUD	BH Specialist	Follow-up to emergency or hospital discharge	Follow-up to jail/prison discharge
Comprehensive Psychiatric Emergency Program (CPEP)	Upon presentation					
Partial Hospitalization					Within 5 days of request	
OMH Mental Health Outpatient Treatment and Rehabilitative Services (MHOTRS)		Within 24 hours of request	Within 1 week		Within 5 days of request	Within 5 days of request
Personalized Recovery Oriented Services (PROS)		Within 24 hours of request		Within 2 weeks	Within 5 days of request	Within 5 days of request
Continuing Day Treatment (CDT)				2-4 weeks		Within 5 days of request
Assertive Community Treatment (ACT)		Within 24 hours of request			Within 5 days of request	
Mobile Crisis All	Upon presentation				Immediate	
Crisis Residence	Upon presentation	Within 24 hour			Immediate	

# Substance use Disorder benefits for Adults: appointment availability standards

Benefit	Emergency	Urgent	Non-Urgent MH/SUD	BH Specialist	Follow-up to emergency or hospital discharge	Follow-up to jail/prison discharge
Inpatient Detoxification Services	Upon presentation					
Inpatient Rehabilitation Services	Upon presentation	Within 24 hours of request				
Opioid Treatment Programs		Within 24 hours of request			Within 5 days of request	
OASAS Outpatient Clinic		Within 24 hours of request	Within 1 week of request		Within 5 days of request	Within 5 days of request
Part 820 Residential Services		Within 24 hours of request		2-4 weeks	Within 5 days of request	

# Mental health benefits for adults: appointment availability standards

Community Oriented Recovery and Empowerment (CORE) Services						
Benefit	Emergency	Urgent	Non-Urgent MH/SUD	BH Specialist	Follow-up to emergency or hospital discharge	Follow-up to jail/prison discharge
Community Psychiatric Supports and Treatment (CPST)			Within 2 weeks of request		Within 5 days of request or as clinically indicated	Within 5 days of request or as clinically indicated
Psychosocial Rehabilitation (PSR)			Within 2 weeks of request		Within 5 days of request or as clinically indicated	Within 5 days of request or as clinically indicated
Family Support and Training			Within 2 weeks of request		Within 5 days of request or as clinically indicated	Within 5 days of request or as clinically indicated
Empowerment Services – Peer Supports		Within 24 hours of request	Within 1 week of request		Within 5 days of request	



## Mental health benefits for children: appointment availability standards

Benefit	Emergency	Urgent	Non-Urgent MH/SUD	Follow-up to emergency or hospital discharge	Follow-up to residential services, detention discharge or discharge from justice system placement
Partial Hospitalization		Within 24 hours	Within 1 week of request	Within 5 business days of request	
OMH Mental Health Outpatient Treatment and Rehabilitative Services (MHOTRS)		Within 24 hours	Within 1 week of request	Within 5 business days of request	Within 5 business days of request
Inpatient SUD Rehabilitation Services	Upon presentation	Within 24 hours			
Opioid Treatment Programs		Within 24 hours	Within 1 week of request	Within 5 business days of request	Within 5 business days of request
OASAS Outpatient Clinic		Within 24 hours	Within 1 week of request	Within 5 business days of request	
RRSY	Upon presentation	Within 24 hours	2-4 weeks	Within 5 business days of request	Within 5 business days of request

# Mental health benefits for children: appointment availability standards

CFTSS					
Benefit	Emergency	Urgent	Non-Urgent MH/SUD	Follow-up to emergency or hospital discharge	Follow-up to residential services, detention discharge or discharge from justice system placement
CPST – intake/assessment/treatment plan within 72 hours		Within 24 hours (for intensive home and crisis response services under definition)	Within 5 business days of intake		
OLP		Within 24 hours of request		Within 72 hours of request	Within 72 hours of request
Family Peer Support Services		Within 24 hours of request	Within 1 week of request	Within 72 hours of request	Within 72 hours of request
Youth Peer Support		Within 24 hours of request	Within 1 week of request	Within 72 hours of request	Within 72 hours of request
PSR		Within 72 hours of request	Within 5 business days of request	Within 5 business days of request	

# Mental health benefits for children: appointment availability standards, cont.

Children's HCBS Services					
Benefit	Emergency	Urgent	Non-Urgent MH/SUD	Follow-up to emergency or hospital discharge	Follow-up to residential services, detention discharge or discharge from justice system placement
Caregiver/Family Advocacy & Support Services				Within 5 business days of request	
Crisis Respite	Within 24 hours of request	Within 24 hours of request		Within 24 hours of request	
Planned Respite			Within 7 days of request	Within 7 days of request	
Prevocational Services			Within 2 weeks of request		
Supported Employment			Within 2 weeks of request	Within 2 weeks of request	
Habilitation			Within 2 weeks of request		
Adaptive & Assisted Technology		Within 24 hours of request	Within 2 weeks of request	Within 24 hours of request	Within 24 hours of request
Accessibility Modifications		Within 24 hours of request	Within 2 weeks of request	Within 24 hours of request	Within 24 hours of request
Palliative Care			Within 2 weeks of request	Within 24 hours of request	

# Department of Health availability standards for non-OMH/OASAS licensed providers

# New York Department of Health behavioral health access and availability standards

If you are **not** an OMH/OASAS Licensed Provider, you must comply with the following NYS Department of Health appointment wait time standard requirements:

Appointment Type	Required
Initial Appointment – Outpatient facility or clinic	10 business days
Initial Appointment – professional who is not employed by or contracted with an outpatient facility or clinic	10 business days
Appointment following discharge from hospital or emergency room visit	7 calendar days

**Additional information is available:**

Department of Family services [adequacy and access standards for mental health and Substance Use Disorder treatment services](#)

New York Division of Administrative Rules [DOH standards](#)



# Resources

# Resources

Additional Information located in the United Healthcare Community Plan of New York [provider manual](#)

A list of Network Managers for your region is available online at [the Community Technical Assistance Center](#) (CTAC)

## Questions?

Call Provider Services at **1-877-614-0484** or contact your Network Manager, who can be found on the Provider Express [contact us page](#).



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