

## Network Provider Appointment Access Standards

Timely access to care is critical in supporting our members' mental health and quality of life. As an Optum Behavioral Health network (contracted) provider, you play an essential role in how and when members access care.



To ensure members receive the care they need at the right time, in the right place and with a provider they trust, we require\* Medicaid network providers in New Jersey to adhere to the following appointment access standards:

Type of appointment	Access standard
Routine outpatient care	Respond within 24 hours
Initial appointment for mental health or substance use disorder	Within 10 business days
Urgent appointment	Within 24 hours
Non-life-threatening emergency	Offered within 6 hours
Life-threatening emergency	Immediate appointment
Follow-up after discharge from an emergency room or acute inpatient stay	Within 7 days of discharge

### Explore more ways to offer faster access to appointments

Visit [Telemental Health](#) and [Express Access Network](#)

\*Reminder: Network providers may be audited to verify adherence to the contractual appointment access standards.