

# Behavioral Health Standards for Accessibility of Services

NCQA accessibility of services: NCQA measures timely access to Behavioral Health Services and Telephone Access as follows:

<p style="text-align: center;"><b>Routine office visits</b></p> <p>Members seeking outpatient services who present no evidence of suicidal or homicidal ideation, psychosis, and/or significant distress.</p>	10 working days
<p style="text-align: center;"><b>Urgent Care</b></p> <p>Members presenting with significant psychiatric or substance abuse history, evidence of psychosis and/or in significant distress.</p>	48 hours
<p style="text-align: center;"><b>Non-life Threatening Emergency Care</b></p> <p>Members who have a non-life threatening emergency.</p>	6 hours
<p style="text-align: center;"><b>Provisional Access</b></p>	24 hour availability/ after hours care

If there is a type of service that a provider does not offer, MDwise encourages the provider to make a warm transfer to a provider who does to be sure the member's needs are met.

It is a contractual obligation of MDwise providers to meet these NCQA standards.

MDwise completes a "Secret Shopper" audit annually to monitor that MDwise members are provided with appropriate access to needed behavioral health services.