



PROVIDER UPDATE

Attention Behavioral Health Providers: New Timely Access Standard

Effective Jan. 1, 2023, the post-discharge behavioral health standard of care has changed. **Follow-up appointments must be scheduled within 2 business days** after a patient has been:

- Discharged from an inpatient setting to the community.
- Discharged from a residential setting to the community.
- Evaluated in the emergency room.
- Evaluated by a behavioral health crisis provider.



Review all appointment standards in the Provider Manual by scanning the QR code or visiting hho.fyi/BH-appt-standards.

For more information, call Provider Services at 1-844-325-6251, Monday–Friday, 8 a.m.–5 p.m.