



**BCBSOK/BlueLincs HMO/Blue Advantage
Behavioral Health Care Clinic**

ACCESS STANDARDS

- Non Urgent: Appointment available within 10 working days
- Urgent: Appointment available within 48 hours
- Emergency: Direction to care available immediately
- Non-life threatening emergency: Treatment available within 6 hours
- Waiting time in clinic (begins at time of scheduled appt.) 60 minutes or less
- Outpatient follow-up after hospitalization: Appointment available within 7 working days

AFTER HOURS ACCESS STANDARDS

- The provider is required to provide access or personal instruction to members 24 hours a day, seven days per week
- This coverage includes instructions to call another number that connects to a person or an office outgoing message that can be returned within one hour
- Out of office messages directing the member to call 911 or to go to the closest emergency room or urgent care center for services alone is unacceptable instruction
- All office calls should be answered and must provide instruction per the above requirements