

Timely Access to Care

Wait Times from Date of Request to First Offered Appointment			
Emergency	Wait Time	DMH Policy	Authority
Crisis Evaluation <i>Services for a condition or situation in which a client presents a current danger to self or others or is immediately unable to provide for or utilize food, clothing, or shelter</i>	ASAP, Same Day	302.02 302.07 302.12	CCR Title 9, Chapter 11 CA WIC 5150/5585
Urgent	Wait Time	DMH Policy	Authority
Urgent Services <i>Services for a condition or situation that, if not addressed, would be highly likely to result in an immediate emergency condition</i>	48 hours (no pre-authorization) 96 hours (pre-authorization)	302.07	CFR Title 42, 438 CCR Title 28, 1300.67.2.2
Expedited	Wait Time	DMH Policy	Authority
Expedited Services <i>Based on triage, services that require a more timely response than a regularly scheduled appointment consistent with good professional practice (e.g. has run out/will run out of medication prior to routine appointment, significant distress) (Title 28)</i>	Prior to 10/15 business days as indicated	302.07	CCR Title 28, 1300.67.2.2
Other Types of Appointments	Wait Time	DMH Policy	Authority
ACCESS - Priority <i>ACCESS Appointment Line priority designation</i>	5 business days	302.07	-----
DC - Priority <i>Discharged from acute inpatient facility, jail or juvenile justice facility</i>	5 business days from date of discharge	302.07	NCQA/HEDIS Measure
Routine Appointments	Wait Time	DMH Policy	Authority
Routine MHS, TCM, MSS (non Psychiatrist)	10 business days	302.07	DHCS Info Notice 18-011 CCR Title 28, 1300.67.2.2
Routine Psychiatrist Services	15 business days	302.07	DHCS Info Notice 18-011 CCR Title 28, 1300.67.2.2
Rescheduled Appointments	Wait Time	DMH Policy	Authority
Canceled/Missed	Within above timeframes from date of appointment/request for new appointment	302.07	-----

NOTES:

The appointment times for routine services may be extended beyond the ten (10) or fifteen (15) business day standard under the following circumstances:

- If no treatment plan: determination by an Authorized Mental Health Discipline (AMHD) acting within the scope of his/her practice and consistent with professionally recognized standards of practice that a longer waiting time will not have a detrimental impact on the health of the client.
- If treatment plan: in accord with frequency on the tx plan or, if client requests more frequent services than are listed on the tx plan, and the services listed on the tx plan are beyond the 10 or 15 business day standards, then determination by an Authorized Mental Health Discipline (AMHD) acting within scope of his/her practice and consistent with professionally recognized standards of practice that a longer waiting time will not have a detrimental impact on the health of the client.

Every effort shall be made to provide potential clients who screen for medication needs an initial medication appointment on the same day as the initial clinical appointment. Minimally, both appointments must be made at the point of the request.