FINAL RULE: ACCESS TO CARE

This Bulletin serves as additional guidance to QA Bulletin 18-02 “Final Rule: Network Adequacy”, which previously advised that new timely access to care standards must be met by all Los Angeles County Department of Mental Health (LACDMH) directly-operated, contracted and fee-for-service providers starting July 1, 2018. The provision for these new requirements is based on State and federal law and regulation.

The attached “Timely Access to Care” timeframe requirements serve as interim policy effective July 1, 2018. The QA Division is in the process of updating and finalizing LACDMH Policy No. 302.07: Access to Care.

Key Modifications and Reminders:
- Access to care standards apply for all requests for service whether an initial or subsequent request.
- All requests must be screened and/or triaged to determine whether the need meets the emergency, urgent, expedited, or routine standard.

  NOTE: For initial requests, there is a formal screening and triage process. For subsequent requests, there is no formal screening and/or triage requirements. A new policy, Responding to Initial Requests for Service, will be issued shortly.

If Directly-Operated or Contracted providers have any questions regarding this Bulletin, please contact your Service Area QA Liaison.