

Via Email

May 14, 2024

RE: Behavioral Health Treatment (BHT) Timely Access Standards

Dear BHT Provider:

Thank you for partnering with the Local Initiative Health Authority for Los Angeles County, operating and doing business as L.A. Care Health Plan (“L.A. Care”), in serving its mission to improve the healthcare of Los Angeles County’s most vulnerable residents. Your participation in L.A. Care’s provider network allows us to make comprehensive health care services available to our members.

Timely Access to Care Standards

In compliance with California Law, Health Plans are required to provide timely Access to Care. As part of our commitment, L.A. Care ensures members have timely Access to Care to Non-Urgent Mental Health Appointments (non-physician) within ten (10) business days.

Department of Managed Health Care (DMHC) Timely Access Care link:

<https://www.dmhc.ca.gov/HealthCareinCalifornia/YourHealthCareRights/TimelyAccessToCare.aspx>

How does this apply to Behavioral Health Treatment (BHT) providers?

BHT providers are required to offer first available appointments to take place within 10 business days from the date of the authorization request. The ten (10) day Timely Access to Care standards apply to initial services such as assessments Functional Behavior Assessment (FBA) and the first authorization for direct services.

BHT providers are required to offer first available appointment within ten (10) business days to meet the Access to Care Standards. The first available appointment offered must be documented in L.A. Care’s reporting template. The FBA/Progress Report can be found here:

https://www.lacare.org/sites/default/files/pl1855_reporting_template_202402.pdf

For any questions in regards to this communication, please email ASDbenefit@lacare.org.

Thank you for being a valued provider partner in L.A. Care's provider network. We look forward to continuing our successful collaboration to provide access to quality health care services to L.A. Care's members.

Sincerely,

Angela Pena

Senior Manager, Provider Contracts & Relationship Management
L.A. Care Health Plan



**ELEVATING
HEALTHCARE**
IN LOS ANGELES COUNTY
SINCE 1997