

Behavioral Health Urgent Care

Providers contracted for this level of care or service are expected to comply with all requirements of these service-specific performance specifications.

The following Behavioral Health Urgent Care (BH Urgent Care) performance specifications are a subset of the Outpatient Services performance specifications. As such, BH Urgent Care providers agree to adhere to both the Outpatient Services performance specifications and to the BH Urgent Care performance specifications contained within. Where there are differences between the Outpatient Services and BH Urgent Care performance specifications, these BH Urgent Care specifications take precedence.

Providers must meet all BH Urgent Care provider requirements. A BH Urgent Care provider must meet the requirements in the Components of Service section for each site that it wishes to enroll in the BH Urgent Care program.

Definitions

Behavioral Health Urgent Care (BH Urgent Care) providers increase timely access to treatment for Molinda Healthcare Members, including offering same- or next-day appointments and night and weekend hours for Members with urgent behavioral health needs.

Components of Service

1. The BH Urgent Care provider provides appointments for diagnostic evaluations for new Members on the same or next day of clinic operation after the Member's first contact, when clinically indicated based on initial intake.
2. The BH Urgent Care provider provides appointments for all existing Members with an urgent behavioral health need on the same or next day of clinic operation.
3. The BH Urgent Care provider provides urgent psychopharmacology appointments and Medication for Addiction Treatment (MAT) evaluation within 72 hours of an initial diagnostic evaluation and based on a psychosocial assessment.
4. The BH Urgent Care provider provides all other treatment appointments including follow-up appointments within 14 calendar days.
5. The BH Urgent Care provider has extended appointment availability, including:
 - a. At minimum, eight hours of extended appointments on Mondays through Fridays outside of the hours of 9 a.m.- 5 p.m.; and
 - b. At minimum, two four-hour blocks of appointments on weekends per month.
6. The BH Urgent Care provider must offer services to the population of Members typically served at that location during all hours of operation during extended appointment availability.
7. It is preferred that the BH Urgent Care provider performs urgent MAT evaluations onsite. However, MAT evaluations may be provided through a partnership agreement with another provider. Whether provided directly by the BH Urgent Care provider, or in partnership with another provider, all urgent MAT evaluations must occur within the specified timeframe.
8. The BH Urgent Care provider may offer services by telehealth during extended hours. However, the BH

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Urgent Care site must be open during extended hours, even if telehealth services are provided. All decisions regarding the appropriateness of telehealth interventions must be made based on Member need and in collaboration with the Member/caregiver.

9. The BH Urgent Care provider must offer Member experience surveys, at least annually, to all clients about their experience receiving BH urgent services.

Staffing Requirements

1. The BH Urgent Care provider complies with the staffing requirements of the applicable licensing body, the staffing requirements set out by Molina Healthcare's Outpatient performance specifications.
2. Providers must remain open during the extended appointment availability hours and have adequate staff to meet Members' needs during hours of operation.
3. Appointments that occur during extended hours must employ the same interpretation and translation services as those that occur during typical operating hours.

Reporting Requirements

1. BH Urgent Care providers must review the Massachusetts Behavioral Health Access (MABHA) website quarterly to ensure site accuracy.
2. Notify Molina Healthcare anytime a Member accesses a BH UC service through the Provider Portal (this provides Molina Healthcare to notify the PCP and ICT members of such visit).
3. Quarterly reports are in development with MassHealth.

Assessment and Treatment Planning

Please refer to the Outpatient Performance Specifications.

Process Specifications

1. The BH Urgent Care provider must inform Molina Healthcare immediately if it is no longer able to meet the requirements above.

Discharge Planning and Documentation

Please refer to the Outpatient Performance Specifications.