



Contracted Provider Appointment Access Standards Reminder

Timely access to care is important to members' mental health and quality of life. Optum network care providers play an essential role in helping members have appropriate access to care.

To ensure members have timely access to care, we require that the network adhere to the following access standards:

Appointment Type	Access Standard
Routine outpatient care	Respond within 24 hours
Urgent MH/SUD	Appointment offered within 48 hours
Non-life-threatening emergency	Appointment offered within 6 hours
Life-threatening emergency	Immediate appointment offered
Post-discharge from acute inpatient care	Appointment offered within 7 days of discharge. If a patient is unable to be seen within 7 days, ensure they have an appointment within 30 days of discharge.

Virtual Visit Telemental Health Provider

Virtual visits are an effective way to provide care within 7 days after discharge. Visit our provider website, *Provider Express*, for more information:

providerexpress.com > Clinical Resources > [**Optum Telemental Health Platform**](#)

Express Access Network

If you have the ability to offer members appointments within 5 business days, please consider signing up for our Express Access program. Visit our provider website, *Provider Express*, for additional information:

providerexpress.com > Clinical Resources > [**Express Access Network**](#)

Appointment access standards can be found in the National Network Manual at:
providerexpress.com > Clinical Resources > [**National Network Manual**](#) (page 50 – Access to Outpatient MH/SUD and EAP Care)