PARTNERSHIP HEALTHPLAN OF CALIFORNIA
POLICY / PROCEDURE

<table>
<tr><td colspan="4">Policy/Procedure Number: MPNET101</td><td colspan="3">Lead Department: Network Services
Business Unit: Compliance</td></tr>
<tr><td colspan="4">Policy/Procedure Title: Wellness and Recovery Access Standards and Monitoring</td><td colspan="3">☒External Policy
☐ Internal Policy</td></tr>
<tr><td colspan="3">Original Date: 08/12/20</td><td colspan="4">Next Review Date: 06/10/2027
Last Review Date: 06/10/2026</td></tr>
<tr><td>Applies to:</td><td colspan="2">☐ Employees</td><td>☒ Medi-Cal</td><td colspan="3">☒ Partnership Advantage</td></tr>
<tr><td rowspan="2">Reviewing Entities:</td><td colspan="2">☒ IQI</td><td>☐ P & T</td><td colspan="3">☒ QUAC</td></tr>
<tr><td colspan="2">☐ OPERATIONS</td><td>☐ EXECUTIVE</td><td>☐ COMPLIANCE</td><td>☐ DEPARTMENT</td></tr>
<tr><td rowspan="2">Approving Entities:</td><td colspan="2">☐ BOARD</td><td>☐ COMPLIANCE</td><td>☐ FINANCE</td><td>☒ PAC</td></tr>
<tr><td>☐ CEO</td><td>☐ COO</td><td>☐ CREDENTIALS</td><td colspan="2">☐ DEPT. DIRECTOR/OFFICER</td></tr>
<tr><td colspan="4">Approval Signature: Robert Moore, MD, MPH, MBA</td><td colspan="3">Approval Date: 06/10/2026</td></tr>
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End of Program 12/31/2026

I. RELATED POLICIES:
A. MPNET100 – Access Standards and Monitoring

II. IMPACTED DEPTS:
A. Member Services
B. Provider Relations
C. Health Services
D. Finance
E. Behavioral Health

III. DEFINITIONS:
A. Rural Counties: Counties with a population density of <50 people per square mile (according to current Department of Health Care Services (DHCS) standards), includes Del Norte, Humboldt, Lassen, Mendocino, Modoc, Shasta, Siskiyou, and Trinity counties.
B. Suburban or Small Counties: Counties with a population density of 51 to 200 people per square mile (according to current DHCS standards), includes Lake, Napa, and Yolo counties.
C. Urban or Medium Counties: Counties with a population density of 201 to 600 people per square mile (according to current DHCS standards), includes Marin, Solano, and Sonoma counties.
D. Triage or Screening: The assessment of a member's health concerns and symptoms via communication, with a physician, registered nurse, or other qualified health professional acting within his or her scope of practice and who is trained to screen or triage a member who may need care, for the purpose of determining the urgency of the member's need for care.

IV. ATTACHMENTS:
N/A

V. PURPOSE:
To define access standards for substance use disorder treatment through the Partnership HealthPlan of California (Partnership) Wellness and Recovery Program.

VI. POLICY / PROCEDURE:
Partnership is committed to ensuring that its members have the availability of and accessibility to providers to meet their health care needs. Partnership has established standards for the numbers and types of clinicians and facilities, as well as for their geographic distribution, appointment accessibility and office and telephone

availability. Partnership monitors provider availability and accessibility on an annual basis.

A. Access to Providers
1. Established measurable standards for the geographic distribution of each type of wellness and recovery program.

GEOGRAPHIC DISTRIBUTION OF WELLNESS AND RECOVERY PROVIDERS		
Practitioner Type	**Standard: Geographic Distribution**	**Performance Goal**
Outpatient Services	• Rural Counties: 60 miles or 90 minutes from the beneficiary's residence • Small Counties: 60 miles or 90 minutes from the beneficiary's residence • Medium Counties: 30 miles or 60 minutes from the beneficiary's residence • Large Counties: 15 miles or 30 minutes from the beneficiary's residence	≥ 80%
Opioid Treatment Programs	• Programs Rural Counties: 60 miles or 90 minutes from the beneficiary's residence • Small Counties: 45 miles or 75 minutes from the beneficiary's residence • Medium Counties: 30 miles or 60 minutes from the beneficiary's residence • Large Counties: 15 miles or 30 minutes from the beneficiary's residence	≥ 80%

2. Established measurable standards for timely access of each type of wellness and recovery program.

TIMELY ACCESS STANDARD		
Provider Type	**Standard**	**Performance Goal**
Outpatient Services	Within 10 business days from request to appointment	≥ 80%
Opioid Treatment	Within 3 business days from request to appointment	≥ 80%

B. Communication
1. Partnership communicates access standards to:
   a. Members through newsletters, Evidence of Coverage (EOC) and other education materials. Provider directories are also available to members online or upon request.
   b. Providers through the Provider Manual, provider newsletter and/or bulletins, initial provider training and during monthly provider training sessions.

VII. REFERENCES:

A. Master Agreement between Partnership and Wellness and Recovery Counties BHIN (Behavioral Health Information Notice) 21-023 2021 Federal Network Certification Requirements for County Mental Health Plans (MHPs) and Drug Medi-Cal Organized Delivery Systems (DMC-ODS). (May 24, 2021)

VIII. DISTRIBUTION:

A. Partnership Department Directors

End of Program 12/31/2026

B. Partnership Provider Manual

IX. POSITION RESPONSIBLE FOR IMPLEMENTING PROCEDURE:
Director, Network Services

X. REVISION DATES:
Medi-Cal
08/11/2021, 08/10/2022, 08/09/2023, 08/14/2024, 09/10/25, 06/10/26

Partnership Advantage (effective Jan. 1, 2028)
N/A

PREVIOUSLY APPLIED TO:
N/A

End of Program 12/31/2026