

PARTNERSHIP HEALTHPLAN OF CALIFORNIA

POLICY / PROCEDURE

Policy/Procedure Number: MPNET101			Lead Department: Provider Relations	
Policy/Procedure Title: Wellness and Recovery Access Standards and Monitoring			<input checked="" type="checkbox"/> External Policy <input type="checkbox"/> Internal Policy	
Original Date: 08/12/20		Next Review Date: 06/10/2026 Last Review Date: 06/11/2025		
Applies to:	<input checked="" type="checkbox"/> Medi-Cal		<input type="checkbox"/> Employees	
Reviewing Entities:	<input checked="" type="checkbox"/> IQI	<input type="checkbox"/> P & T	<input checked="" type="checkbox"/> QUAC	
	<input type="checkbox"/> OPERATIONS	<input type="checkbox"/> EXECUTIVE	<input type="checkbox"/> COMPLIANCE	<input type="checkbox"/> DEPARTMENT
Approving Entities:	<input type="checkbox"/> BOARD		<input type="checkbox"/> COMPLIANCE	<input type="checkbox"/> FINANCE
	<input type="checkbox"/> CEO	<input type="checkbox"/> COO	<input type="checkbox"/> CREDENTIALING	<input checked="" type="checkbox"/> PAC
Approval Signature: Robert Moore, MD, MPH, MBA			Approval Date: 06/11/2025	

I. RELATED POLICIES:

A. MPNET100 – Access Standards and Monitoring

II. IMPACTED DEPTS:

- A. Member Services
- B. Provider Relations
- C. Health Services
- D. Finance
- E. Compliance
- F. 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.

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A. Access to Providers

1. Established measureable 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 measureable 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
- B. Partnership Provider Manual

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IX. POSITION RESPONSIBLE FOR IMPLEMENTING PROCEDURE:
Senior Director, Provider Relations

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

PREVIOUSLY APPLIED TO:
N/A