



YOUR SUBSCRIBER CONTRACT HAS BEEN CHANGED TO INCLUDE MORE SERVICES. SEE THE MENTAL HEALTH CARE SERVICES SECTION OF THIS CONTRACT FOR MORE INFORMATION.

C. Network Access for Mental Health Care and Substance Use Services.

1. Definitions.

Terms used in this section are defined as follows. (Other defined terms can be found in the Definitions section of this Contract).

- **Access Complaint:** Your complaint to Us when You cannot access a Participating Provider within the required Appointment Wait Time.
- **Appointment Wait Time:** The time from the initial request for outpatient mental health care or outpatient substance use services to the earliest date offered for the appointment for services.

2. Network Provider Access

When You request an appointment for outpatient mental health care or outpatient substance use services, a Participating Provider must offer You an appointment within the following Appointment Wait Times:

- Ten (10) business days for an initial appointment; and
- Seven (7) calendar days for an appointment following a discharge from a Hospital or an emergency room visit.

The above timeframes can be satisfied through a telehealth visit with a Participating Provider, unless You specifically request an in-person visit.

We have designated staff to assist You in finding a Participating Provider who can treat Your mental health condition or substance use disorder. You may contact Our designated staff by calling **1-844-483-0871 (TTY 711)**.

If there is not a Participating Provider available within the Appointment Wait Time who can treat Your mental health condition or substance use disorder, You or Your designee may submit an Access Complaint to Us by calling **1-866-231-0847 (TTY 711)**, by writing to us at P.O. Box 62429 Virginia Beach, VA 23466-2429, or electronically by email at WNY_Grievances_Appeals@mybcbswny.com.

Upon receipt of Your Access Complaint, We have three (3) business days to locate a Participating Provider who can (1) treat Your mental health condition or substance use disorder, (2) is able to meet the Appointment Wait Time, and (3) is located within a reasonable distance from You if You request an in-person appointment (rather





than a telehealth appointment). If We cannot locate a Participating Provider who meets these requirements, We will:

- Notify You by telephone, if Your request was made by telephone, and in writing, that You may obtain a Referral to a Non-Participating Provider at the In-Network Cost-Sharing; and
- Approve a Referral to a Non-Participating Provider who:
 - Can treat Your mental health condition or substance use disorder;
 - Is able to meet the Appointment Wait Time;
 - Is located within a reasonable distance from You if You request an in-person appointment; and
 - Charges rates that are not excessive or unreasonable.

The Referral will remain in effect until the earlier of the following:

- The services are no longer Medically Necessary; or
- We locate a Participating Provider who:
 - Can treat Your mental health condition or substance use disorder;
 - Is able to meet the Appointment Wait Time;
 - Is located within a reasonable distance from You if You request an in-person appointment; and
 - Your treatment can be transitioned to the Participating Provider, unless We determine, in consultation with Your treating Provider, as appropriate, that such transition would be harmful to You.

Covered Services rendered by the Non-Participating Provider will be Covered by Us as if they were provided by a Participating Provider. You will be responsible only for any applicable In-Network Cost-Sharing. Any Cost-Sharing that would have applied had the services been received from a Participating Provider will apply toward Your In-Network Out-of-Pocket Limit.

See the Utilization Review and External Appeal sections of this Contract for Your right to an internal Appeal and external Appeal of Our determination that a service is not Medically Necessary and the Grievance section of this Contract for any other determination.

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