ICNF Provider Access and Availability Standards & Reporting Procedures

ACCESS STANDARDS

Upon joining the network, ICNF provider organizations are expected to already be meeting or exceeding the Agency for Health Care Administration's (AHCA) access standards as stated in the Medicaid provider handbook and must meet or exceed the standard hours of operations for all commercial and/or Medicaid fee-for service enrollees. ICNF provider organizations are expected to follow other applicable standards e.g. Policies and Procedures of the Florida Department of Children and Families.

ICNF has developed access and availability goals to ensure ICNF attributed members are quickly engaged in services to reduce the likelihood of members seeking care outside of the ICNF network or in an acute setting. Although not all ICNF provider organizations may be able to meet the goals for each service outlined below, ICNF provider organizations should strive to achieve the proposed scheduling/appointment timeframes, as they support continued engagement in care and the ability to reduce Total Cost of Care (TCOC). If ICNF provider organizations cannot meet the ICNF goals outlined below, ICNF will offer support and/or technical assistance to these organizations in an effort to align the network to these standards.

The scheduling and frequency of services provided to assigned clients is expected to be based on the individual treatment or case/care plan as clinically indicated and determined by the ICNF provider organization. ICNF provider organizations are strongly encouraged to refer assigned clients within the ICNF network if services clinically indicated are not available within the timeframes below. ICNF provider organizations are encouraged to give priority to clients referred from other ICNF provider organizations.

Type of Service (if provided)	Scheduling/Appointment Timeframe	Source
Emergency and Crisis Response including Mobile Crisis Assessment and Intervention (assigned ICNF clients)	Ensure clients are educated in writing on how to access crisis and emergency services during and after business hours/weekend answering service/on-call staff instructed how to connect clients in crisis to appropriate resources; during business hours if immediate response is not available at your organization, brief triage and referral to appropriate resources and ICNF staff	ICNF Provider Handbook
Non-life Threatening Emergency	Within 6 hours	Sunshine Health Member/Provider Handbook
Urgent Access	Within 48 hours	Sunshine Health Member/Provider Handbook
Follow Up After Behavioral Health Hospital Admission	Within 7 calendar days	Sunshine Health Member/Provider Handbook
After Hours	24/7 (Answered by live person)	Sunshine Health Member/Provider Handbook

Type of Service (if provided)	Scheduling/Appointment Timeframe	Source
Outreach to New or Disengaged Clients	Upon receipt of new clients assigned or if existing clients have disengaged from services the organization will actively work to find, engage or re-engage clients. Phone and text clients at each number provided in Outreach and Engagement Protocol (number based on risk level). When indicated, attempt a face-to-face contact at each address provided. Recommended to document outreach attempts for future reference and ongoing follow-up.	ICNF Provider Manual
Initial Assessment(s) (e.g. Bio-psychosocial Evaluation, Brief Behavioral Health Status Examination, In-depth Assessment)	Open access availability preferred; if no open access is available, within 2 business days of request, an appointment date must be offered; if the client chooses a different location than that which has available appointments within 2 business days, the ICNF provider organization will offer an appointment within 8 business days at the client's preferred site	ICNF Provider Manual
Initiation of Treatment Plan	Within 5 business days of initial assessment being completed (unless crisis plan is required which should be initiated at time of assessment)	ICNF Provider Manual
Initiation of Behavioral Health Medication Management Services (e.g., Psychiatric Evaluation, Medication Assisted Treatment, Medication Management)	If a child, adolescent, or adult client is in behavioral health crisis (not requiring Emergency Department or Crisis Intervention Services) within 3 business days Client (child, adolescent, or adult) not in acute crisis, within 15 business days *Telepsychiatry access standards same as above ** For children or adolescents access standards could be filled with a pediatrician or pediatric prescriber if access to child psychiatry is not available	ICNF Provider Manual
Community Behavioral Health Services (e.g., Individual, group and family therapies, Rehabilitative services)	Within 10 business days of treatment plan being completed	ICNF Provider Manual
Behavioral Health Therapy Services (e.g., Brief Individual Medical Psychotherapy, Brief Group Medical Therapy, Individual and Family Therapy, and Group Therapy)	Within 10 business days of treatment plan being completed *Notification of waitlist initiated for any of these services to be made to ICNF within 5 business days	ICNF Provider Manual

Type of Service (if provided)	Scheduling/Appointment Timeframe	Source
Behavioral Health Community Support Services (e.g., Psychosocial Rehabilitation Services and Clubhouse Services)	Within 10 business days of treatment plan being completed	ICNF Provider Manual
Intensive Outpatient Services (e.g. Intensive Outpatient Substance Abuse services, Assertive Community Treatment, Mental Health Intensive Outpatient)	Within 10 business days of treatment plan completion *Notification of waitlist initiated for any of these services to be made to ICNF within 5 business days	ICNF Provider Manual
Behavioral Health Intervention Services (e.g., Behavioral Health Day Services and Therapeutic Behavioral On-site Services)	Within 10 business days of treatment plan being completed *Notification of waitlist initiated for any of these services to be made to ICNF within 5 business days	ICNF Provider Manual
Substance Abuse Treatment (Outpatient)	Within 5 business days of treatment plan being completed *Notification of waitlist initiated for any of these services to be made to ICNF within 5 business days	ICNF Provider Manual
Detoxification Services	Same day access	ICNF Provider Manual
Residential Services	Capacity/Waitlist to be maintained and reported to ICNF if access is no longer available for these services	ICNF Provider Manual
Mental Health and/or Substance Use Targeted Case Management, as applicable	Within 5 business days of service plan being completed *Follow additional guidance outlined in AHCA Mental Health Targeted Case Management Handbook[1]	ICNF Provider Manual
ICNF Case Management for people with SMI	Within 5 business days of treatment plan being completed	ICNF Provider Manual

Ongoing treatment is consistent with the treatment plan and will be evaluated by ICNF. If a pattern of non-adherence to the plan is observed, the ICNF provider organization may be asked to provide explanation and if indicated placed on a corrective action plan.

ICNF believes it is the right of clients to receive needed services on a timely basis. If an ICNF provider organization is continually unable to meet the needs of its clients on a timely basis, ICNF may deem it necessary to discontinue new client assignments and/or transition clients to other ICNF provider organizations. ICNF Clinical Operations Committee

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[1] https://ahca.myflorida.com/medicaid/review/Specific/CL_07_070601_MH_Case_Mgmt_ver2_2.pdf

will be responsible for bringing forward a recommendation to the Board if these trends are of concern. Within six months after go live, ICNF will conduct an analysis of access and availability for the service types listed above at all provider organizations in the network and determine overall and individual organization performance compared to the scheduling and appointment timeframe goals. ICNF will perform this same analysis upon entry of any new provider organization in the network within six months. The initial analysis will provide the baseline data necessary to inform future access and availability standards established for ICNF, which will be developed based on the data collected during the analysis.