



BH Appointment Availability Secret Shopper Calls.....

Annually, HHSC hires an External Quality Review Organization (EQRO) to evaluate MCO compliance with appointment availability standards. The EQRO uses a mystery shopper method, where they call a random sample of providers to determine how soon an appointment can be scheduled.

EPH sample of Behavioral Health provider offices for the studies have been submitted for review and secret shopper calls should begin within the next month.

EPH members must be able to schedule an appointment for covered services within the time frames mandated by TDI and HHSC to ensure office accessibility. **Behavioral Health Providers Access and Availability standards are as follows:**

Initial Outpatient
Behavioral Health

- Visits must be provided within 14 calendar days of request

Follow Up After
Behavioral Health
Inpatient stay

- must be provided within 7 calendar days
- must contact Members who have missed appointments within 24 hours to reschedule

Urgent Care

- including specialty urgent care and behavioral health services must be provided within 24 hours of request

Resources:

EPH Access and Availability Link: <http://www.elpasohealth.com/providers/quality-improvement-program/#1677101586256-e5828580-1d05>

HHSC A&A: <https://www.hhs.texas.gov/about/process-improvement/improving-services-texans/medicaid-chip-quality-efficiency-improvement/appointment-availability>

If you have questions regarding this notification, please contact El Paso Health Provider Relations at 915-532-3778. Monday thru Friday 8 a.m. to 5 p.m.