

MEMORANDUM



El Paso Health
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

STAR CHIP STAR+PLUS

TO: Behavioral Health Providers
FROM: El Paso Health Plans
DATE: May 6, 2026
RE:

Appointment Availability Standards- Behavioral Health

In accordance with Texas Health and Human Services Commission (HHSC) and Texas Department of Insurance (TDI), El Paso Health educates and monitors providers via surveys on Appointment Availability visits.

In the current months to come, HHSC will be conducting Secret Shopper Calls to Behavioral Health Providers in order to measure the quality of services for the ***Outpatient Behavioral Health standard.**

It is imperative all standards are applied for Medicaid and CHIP Members in accessing care. Please ensure your staff is educated on all Appointment Availability standards and assure they are being met by your practice.

Behavioral Health Provider Appointment Availability Standards:

Emergency Services	Upon member presentation at delivery site
Urgent Care	24 hours; including urgent specialty care
Specialty Routine Care	21 calendar days
*Outpatient Behavioral Health	14 days

If you have any questions regarding Appointment Availability please feel free to contact our Provider Relations Department at 915-532-3778.

