

Appointment Access Standards Reminder for Substance Use Disorder Treatment

Timely access to care is important to the mental health and quality of life of our members. Optum Behavioral Health network care providers play an essential role in helping members have appropriate access to care.

To ensure Kansas Medicaid members receive appropriate and timely substance use disorder treatment, please review the following state-required treatment standards for 2 distinct groups of patients covered by UnitedHealthcare Community Plan of KanCare.

Pregnancy

Treatment for pregnant women who are intravenous drug users or have other substance use addiction issues must meet the following requirements, regardless of the patient's Title XIX status:

- Must receive treatment within 24 hours of assessment.
- When it is not possible to admit the member within 24 hours, services – including prenatal care – must be made available within 48 hours of initial contact.

Intravenous Drug Use

For individuals who inject drugs, treatment must meet the following requirements:

- Patient must receive an assessment and be admitted to treatment no later than 10 business days after they request an assessment.
- If no program has the capacity to admit the patient within the required timeframe, interim services must be made available no later than 48 hours after the request for assessment.
- Admission to treatment must not exceed 120 calendar days from the initial request for assessment.

Questions?

For more information, please review the [UnitedHealthcare Community Plan of KanCare Provider Manual](#).