

- MEMORANDUM -

DATE: May 9, 2023
TO: Alameda County Behavioral Health (ACBH) Contracted Providers
FROM: Torfeh Rejali, Quality Assurance (QA) Administrator *Torfeh Rejali*
SUBJECT: **Timely Access Reporting Definitions**

The purpose of this memo is to announce the publication of the Timely Access Definitions document that describes the data elements that are tracked by providers as part of timely access reporting.

Background

The Managed Care Rule, as set forth in 42 C.F.R. part 438.207, requires each Plan to submit documentation to Department of Health Care Services annually to demonstrate its compliance with the State's standards for access to services, including network adequacy and timely access standards. Specific timeliness data elements must be captured by both Drug Medi-Cal Organized Delivery System (DMC-ODS) and Specialty Mental Health Services (SMHS) providers.

Timely Access Definitions

The following are the required timely access data elements:

- Date of First Contact to Request Services
- Assessment Appointment First Offer Date
- Assessment Appointment Second Offer Date
- Assessment Appointment Third Offer Date
- Assessment Appointment Accepted Date
- Assessment Start Date
- Assessment End Date
- Treatment Appointment First Offer Date
- Treatment Appointment Second Offer Date
- Treatment Appointment Third Offer Date
- Treatment Appointment Accepted Date
- Treatment Start Date

To ensure that all providers have the same understanding of these data elements, a Timely Access Definitions document has been created and is posted in Section 5 of the [QA Manual](#) on the ACBH Provider Website.

Action Required

Please communicate to your teams regarding this new resource.

For questions, please contact QATA@acgov.org.

