



The Holman Group
Managed Behavioral Health Care Services

ANNUAL NOTICE

Timely Access Regulations

The Holman Group's timely access standards state the following:

- Providers must be able to offer a member an appointment within five (5) business days for all **routine** (non-urgent) cases, 48 hours for urgent cases, or within 6 hours for non-life threatening emergent cases. In Life Threatening cases our members are directed to dial 9-1-1 or go to the nearest hospital/emergency room; in these cases, patients are referred for an appointment immediately.
- The Holman Group also provides 24 hours per day, 7 days per week triage or screening services by telephone (1-800-321-2843) with wait times not exceeding 30 minutes.
- During normal business hours, the waiting time for an enrollee to speak by telephone with a Care Access Specialist knowledgeable and competent regarding the enrollee's questions and concerns shall not exceed ten (10) minutes.
- There are exemptions from the timelines if the treating provider can show that longer wait times will not have a detrimental effect on the health of the patient.