



## Changes to behavioral health appointment wait times

Effective July 1, 2025

**Your Member Handbook has been changed to include updated information**

### **Behavioral health appointment standards**

Use the following list as the **appointment standards for our limits on how long you may have to wait after your request for a behavioral health appointment:**

- Initial appointment with an outpatient facility or clinic: 10 business days
- Initial appointment with a behavioral health care professional who is not employed by or contracted with an outpatient facility or clinic: 10 business days
- Follow-up visit after mental health/substance abuse emergency room (ER) or inpatient visit: 5 business days
- Non-urgent mental health or substance abuse visit: 5 business days

If you are unable to schedule a behavioral health appointment within the appointment wait times listed above, you, or your designee, may submit an access complaint to UnitedHealthcare Dual Complete NY-Y001 (HMO D-SNP) by telephone, **1-877-614-0484** and in writing to: Member Complaints, Grievances and Appeals, UnitedHealthcare Community Plan of New York, P.O. Box 31364, Salt Lake City, UT 84131-0364 to resolve this issue.

If we are unable to locate a plan participating provider that can treat your behavioral health condition, you can receive a referral to a qualified out-of-network provider who can.

### **Behavioral health access complaint**

If you are unable to schedule a behavioral health appointment and if you submit a behavioral health access complaint, UnitedHealthcare Dual Complete NY-Y001 (HMO D-SNP) must provide you with the name and contact information of a provider that can treat your behavioral health condition. UnitedHealthcare Dual Complete NY-Y001 (HMO D-SNP) must provide this information within three (3) business days after receiving your complaint.