

Network Access for Behavioral Health Services:

Appointment Wait Time Standards & Access Complaint Process

Appointment Wait Time Standards

We comply with established Appointment Wait Time standards to help ensure we're providing an adequate and accessible network of Behavioral Health Services.

These standards are met when our insured members are able to schedule an appointment with a Participating provider within the following Appointment Wait Times:

- Ten (10) business days for an initial appointment; and
- Seven (7) calendar days for an appointment following a discharge from a hospital or an emergency room visit.

The above timeframes can be met through a telehealth visit with a Participating provider, unless members specifically request an in-person visit.

Access Complaint Process

If there's no Participating provider available within the Appointment Wait Time able to treat a member's mental health condition or substance use disorder, members may submit an Access Complaint by visiting our website at [Aetna.com](https://www.aetna.com).

Upon receipt of an Access Complaint, we'll take no more than three (3) business days to locate a Participating provider who can (1) treat the member, (2) is able to meet the Appointment Wait Time, and (3) is located within a reasonable distance from the member if the member requests an in-person appointment (instead of a telehealth appointment).

If we can't locate a Participating provider meeting these requirements, the member will be permitted to see a Non-Participating provider who does meet those requirements and at the member's in-network benefit level.

Definitions

Terms used on this page are defined as follows:

- **Behavioral Health Services:** These include both mental health services and substance abuse disorder treatment services.
- **Appointment Wait Time:** The time from the initial request for Behavioral Health Services to the earliest date offered for a scheduled appointment.
- **Access Complaint:** A complaint from members who cannot access a Participating provider within the required Appointment Wait Time.
- **Participating:** Having a contract with Aetna to provide health care services to insured members.
- **Non-Participating:** Not having a contract with Aetna to provide health care services to insured members.