CLINICIAN MANUAL APPENDIX

American Society of Addiction Medicine (ASAM)

- Effective October 1, 2014, RItc Care and Rhody Health Partners ACA Adult Expansion accounts will move to the use of The ASAM Criteria (2013) for administration of Substance Abuse benefits.

- Link to The ASAM Criteria page

  http://www.asam.org/publications/the-asam-criteria

  Path: www.asam.org > Publications > The ASAM Criteria

Access Standards

- To ensure that all plan participants have access to appropriate treatment as needed, we develop and maintain a network with adequate numbers and types of clinicians

- We expect that all contracted clinicians will
  - Respond within 24 hours to a consumer’s request for an appointment
  - Offer consumers a first appointment for routine care within 5 days

- Clinicians are required to offer consumers a first appointment
  - Immediately for non-life-threatening emergencies
  - Within 24 hours for urgent care

- If you are unable to take a referral, direct the consumer back to Optum’s Intake department to enable the consumer to obtain a new referral, or call the number on the back of the member’s card if you wish to notify Optum directly

- Optum uses a variety of methods to monitor consumers’ access to care and regularly reports this to clinicians

- Important Phone Numbers

  Members: (800) 435-7486
  Members/TDD: (800) 486-7914
  Providers: (800) 711-6089