

CLINICIAN MANUAL APPENDIX

American Society of Addiction Medicine (ASAM)

- Effective October 1, 2014, RIte 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
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- **Important Phone Numbers**
 - Members:** (800) 435-7486
 - Members/TDD:** (800) 486-7914
 - Providers:** (800) 711-6089