

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 Independent Health by telephone, 1-833-891-9372 and in writing to Independent Health, 511 Farber Lakes Dr. Buffalo, NY 14224 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, Independent Health must provide you with the name and contact information of a provider that can treat your behavioral health condition. Independent Health must provide this information within three (3) business days after receiving your complaint.