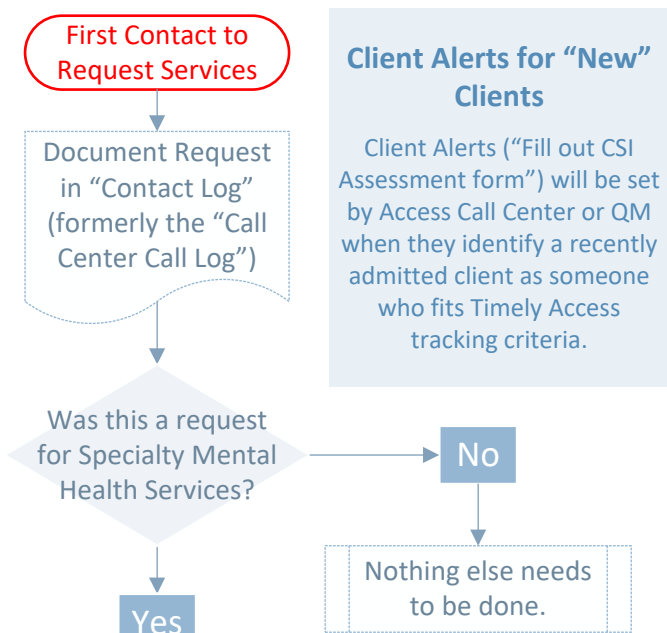


NOABD and Timely Access Process for New Clients (Decision Tree)



Client Alerts for "New" Clients

Client Alerts ("Fill out CSI Assessment form") will be set by Access Call Center or QM when they identify a recently admitted client as someone who fits Timely Access tracking criteria.

Timely Access to Assessment and Treatment Standards

- **Non-urgent, Non-Psychiatry Service:** 10 business days
- **Non-Urgent, Psychiatry Service:** 15 business days
- **Opioid Treatment:** 3 business days
- **Urgent:** 48 hours for services that do not require preauthorization; 96 hours for services that do require preauthorization

For Initial Assessment Appointments, the appointment timeline starts on the date of "First Contact to Request Services."

For Second Assessment Appointments, the appointment timeline starts on the date the client attended their initial appointment.

For Treatment Appointments, the appointment timeline starts on the date the assessment is completed.

