



THE HSC HEALTH CARE SYSTEM

Health Services for Children
with Special Needs, Inc.

Date: November 3, 2020

To: HSCSN Practitioners, Providers, and Facilities

From: Providers Affairs

Subject: Department of Health Care Finance Timely Access Standards for
Non-physician Services

HSCSN sets standards for timely access to services and we hold providers accountable to those standards. The purpose of this notification is to remind you of HSCSN's expectation and timeline for provider compliance.

Services authorized for all non-physician services must be initiated within 30 days. If services are not initiated by the 30th day of receipt of an authorization, notification must be made to the Utilization Management Department. This is an HSCSN standard based on the expectations set forth by the Department of Health Care Finance. This standard excludes Private Duty Nursing and Personal Care Aide Services.

HSCSN's Provider Relations Department monitors access and availability within our network. The Provider Relations Department ensures that access standards are observed by contracted providers and potential deficiencies are addressed within our provider network. This is a reminder that sanctions may apply to providers who are out of compliance with any HSCSN standard for timely access to care and services.

For more information on HSCSN's Access to Services Standards, please see the HSCSN Provider Manual which can be found at www.hscsnhealthplan.org/health-providers/current-providers/resources. If you have any questions, please contact the Provider Relations Department at (202) 467-2737 or prelations@hschealth.org.

Sincerely,

Charisse F. Vickerie, MSW Manager,
Provider Relations

Cc: Nadine Coy, MBA, Chief Operating Officer
Eric Levey, MD, Chief Medical Officer