



Provider Availability

All Behavioral HealthCare providers are expected to see Medicaid consumers within the following guidelines:

Routine: Within seven (7) working days a request for a routine appointment.

Urgent: Within twenty-four (24) hours of a request for an urgent appointment.

Emergency: In life-threatening emergencies, urge your consumer to go to the closest emergency facility. An answering service/machine may direct callers to go to the closest emergency department, call 911, or contact the Emergency Team at the following numbers listed, 24 hours a day, seven days a week:

Arapahoe/Douglas Mental Health Network	(303) 730-3303
Aurora Mental Health Center	(303) 617-2400
Community Reach Center	(303) 853-3500

A psychiatric emergency is defined as a life-threatening situation in which the consumer presents a real, significant, and imminent danger to self or others as demonstrated by a suicide/homicide attempt or a specific plan with means or the consumer is gravely disabled.

Emergency psychiatric admissions will be authorized if the consumer's situation meets emergency hospitalization criteria. Refer to Section XIII.

Coverage When Provider Is Not Available

Providers are responsible for advising consumers of procedures for accessing after hour emergency care.