



# Provider Notice

## *Recommendations for Open Access Arrangements*

Magellan is committed to ensuring the delivery of high-quality behavioral healthcare to help individuals and families achieve their goals, and we recognize the importance of aftercare appointments for individuals transitioning from a 24-hour level of care to the community. With this in mind, we would like to remind our outpatient and 24-hour providers about appointment expectations for individuals returning to the community from an acute psychiatric hospitalization or a 24-hour high-intensity substance use disorder (SUD) service.

***Open access or “walk-in” intake assessments*** can improve access to treatment for those individuals already in the community. Open access should continue to be used for these individuals, when appropriate. However, for individuals returning to the community following a psychiatric inpatient setting or high-intensity SUD service, open access arrangements are not generally appropriate. Feedback from members and families about barriers to attending aftercare has indicated that open-access/walk-in arrangements are viewed as difficult for individuals returning to the community from 24-hour care.

In order to promote initiation and engagement, and to help prevent readmission to 24-hour care, ***the expectation is that all providers of aftercare offer a scheduled appointment, with a date and time, for members being discharged from 24-hour levels of care, unless open-access is the member’s stated and documented preference.***

Please refer to the "Discharge Summary" section in the [Provider Handbook supplement](#) for HealthChoices Program Providers (page 27) for more information about the approved process for discharging from an inpatient setting.

Additional information about best practices for discharge planning can be found [here](#) on the Magellan of PA website.

If you have any questions, please send an email to Tracy Samuelson at [samuelsont@magellanhealth.com](mailto:samuelsont@magellanhealth.com).

Sincerely,

***Chris Squillaro, D.O., medical director, Magellan Behavioral Health of Pennsylvania***

[www.MagellanProvider.com](http://www.MagellanProvider.com)

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