



# Handbook Addendum

## 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 VNS Health Total (HMO D-SNP) by telephone, 1-866-783-1444 (TTY: 711) and in writing to the address below to resolve this issue.

VNS Health  
Health Plans - Grievance & Appeals  
PO Box 445  
Elmsford, NY 10523

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, VNS Health Total must provide you with the name and contact information of a provider that can treat your behavioral health condition. VNS Health Total must provide this information within three (3) business days after receiving your complaint.

Your Care Team  
1-866-783-1444 (TTY: 711)  
7 days a week, 8 am – 8 pm (Oct. – Mar.)  
Weekdays, 8 am – 8 pm (Apr. – Sept.)