

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.)