



Timely Access to Behavioral Health Care

Carelon Behavioral Health of California

Carelon Behavioral Health of California ensures members receive timely access to mental health and substance use disorder services. The standards below summarize the behavioral health appointment timeframes and support requirements applicable to this directory listing.

Behavioral Health Appointment Standards	
Type of Appointment / Service	Access Standard
Urgent care (no prior authorization required)	Within 48 hours
Urgent care (prior authorization required)	Within 96 hours
Initial mental health appointment (non-urgent)	Within 10 business days
Specialist physician (Psychiatry) appointment	Within 15 business days
Follow-up appointment	Within 10 business days
Additional Access Requirements and Member Support	
Category	Requirement / Resource
Telephone access to behavioral health services	Available 24 hours a day, 7 days a week
Interpreter services	Must be coordinated and available at the time of the appointment when needed
Emergency and crisis support	Emergency: call 911. Crisis support: call or text 988
Contact Information	
Carelon Behavioral Health Member Services	1-800-228-1286 (TTY: 1-800-735-2929) carelonbehavioralhealthca.com
DMHC Help Center	1-888-466-2219 (TDD: 1-877-688-9891) www.dmhc.ca.gov
DEFINITIONS	
Urgent Care	Care for a condition that requires prompt attention but is not life-threatening.
Non-Urgent Care	Care for a condition that is not urgent and can be scheduled in advance.
Initial Appointment	The first appointment with a provider to evaluate and diagnose a condition.
Follow-Up Appointment	A scheduled appointment after the initial visit to monitor progress or adjust treatment.
Emergency Services	Immediate care for a medical or behavioral health emergency. Call 911 or go to the nearest hospital.
Crisis Services	Support for a mental health or substance use crisis. Help is available 24 hours a day, 7 days a week (24/7). Members may call or text 988 for immediate assistance.

Emergency notice: If a member is experiencing a medical or behavioral health emergency, call 911 or direct the member to the nearest hospital.