



Optum National Network Manual Addendum for Maryland

INTRODUCTION

United Behavioral Health (UBH) operating under the brand Optum administers mental health and substance use disorder benefits for health plans in the State of Maryland. Generally, the Optum National Network Manual applies to all types of business managed by Optum. There are some sections that may differ based on specific benefit plans. This addendum highlights areas in which the State of Maryland procedures, in order to meet regulatory requirements, supersede procedures set forth in the Optum National Network Manual.

Access Standards, Health Benefit Plans in Maryland

The State of Maryland has established Appointment Access Standards for health benefit plans. These standards are outlined below and may be reviewed in the [Code of Maryland Regulations \(COMAR\) 31.10.44.05](#).

- Urgent behavioral health and substance use disorder appointments: must be offered within 72 hours of the member's request for an appointment.
- Routine (non-urgent) behavioral health and substance use disorder appointments: must be offered within 10 calendar days of the member's request for an appointment.

In the provider Agreement, Section 2.7 Member Access to Care states:

- Provider shall ensure that members have timely and reasonable access to MHSA Services and shall at all times be reasonably available to Members as is appropriate.
- The standards outlined above are specific to health benefit plans in Maryland and do not apply to other lines of business.

Optum complies with these requirements.