

## Timely Access Form 2.0 FAQ as of 07/01/2025

### **Q: What programs are required to complete Timely Access Form submissions?**

All BHS-contracted SUD providers are required to fill out Timely Access Forms every time someone requests services either in-person or by phone.

### **Q: How soon does the Timely Access Form need to be submitted after a request for services?**

Programs should complete the Timely Access Form within 48-hours of a request for services.

### **Q: Do programs need to fill out a Timely Access Form when they are referring clients to another service provider?**

No. A Timely Access Form should be filled out when a client requests services at your program.

### **Q: What should you select for the type of service when a client is requesting multiple levels of care at your program? (Example: a client requests both contingency management and outpatient services)**

Please select the highest/overarching level of care. If the request is for both Contingency Management and Outpatient Services, please select Outpatient Services.

### **Q: Should opioid treatment programs (OTPs) fill out a Timely Access form entry when providing guest dosing for a client?**

No, a program does not need to submit a Timely Access Form for guest dosing. If the patient requests to establish themselves for ongoing services at your program, a Timely Access entry should be submitted at that time.

### **Q: If someone proactively requests services on behalf of a client who is not ready for an intake, such as from jail, parole, or the hospital does a Timely Access Form need to be submitted?**

Yes, a Timely Access Form still needs to be submitted. Timely Access measures when services are *requested* and when an appointment is offered—it is not based on the client's ability/readiness to engage in services.

### **Q: Do programs need to submit a new Timely Access Form for each appointment that is offered to a client?**

**Example:** A client requests services on Monday and is offered an appointment on Tuesday. That client then misses their Tuesday appointment and calls to reschedule for a later time.

Yes, a new Timely Access Form should be submitted on the day that they request services again. If the client misses their original appointment and reschedules, please treat it as a new request.

**Q: Do programs need to submit a new Timely Access Form every time a client drops in for a first- come-first-served appointment?**

Yes, if a client's appointment type was "drop in first-come-first-served," please fill out a new Timely Access Form every time a client drops in until they receive an assessment.