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Service			Number of Providers/ Ratio to participants	Time/Distance Standards	Other – specialized services	Appointment wait time Standard	Appointment Scheduling Time
Adult Care	Day Health		In NYC Metro area, three (3) per county/Borough. Rest of State, Two (2) that are accepting new Enrollees in each county in its service area for each covered service in the benefit package unless the county has an insufficient number of providers licensed, certified or available in that county as determined by the Department. (MLTCP)	Travel time/distance shall not exceed thirty (30) minutes/thirty (30) miles from the Enrollee’s residence. Transport time and distance in rural areas may be greater than thirty (30) minutes/thirty (30) miles from the Enrollee’s residence if based on the community standard for accessing care or if by Enrollee choice	NA	NA	NA
Care Management (provided by the DISCO)	Management by the		NA	NA	NA	NA	

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Clinical / Therapeutic Services <ul style="list-style-type: none"> •Clinic Social Worker •Audiology & Hearing Aids •Nutrition •Occupational Therapy, •Physical Therapy, •Speech & Language Therapy, •Rehabilitation Counseling services •Optometry/Eyeglasses •Podiatry •Private Duty Nursing •Psychology •Respiratory Therapy 	<p>Sufficient clinicians within each discipline to offer, within each county, choice of two clinicians accepting new Enrollees, unless the county has an insufficient number of clinicians licensed, certified or available in that county as determined by the Department.</p> <p>Clinical/therapeutic services may be provided in any venue: private practice, hospital-based clinic, free-standing clinic under the auspice of OPWDD, OMH, DOH or OASAS.</p>	<p>Travel time/distance shall not exceed thirty (30) minutes/thirty (30) miles from the Enrollee’s residence. Transport time and distance in rural areas may be greater than thirty (30) minutes/thirty (30) miles from the Enrollee’s residence if based on the community standard for accessing care or if by Enrollee choice</p>		<p>Enrollees with appointments shall not routinely be made to wait longer than one hour indicated</p>	<p>Non-urgent mental health or substance abuse visits with a Participating Provider (as included in the Benefit Package): within two (2) weeks of request.</p> <p>Pursuant to an emergency or hospital discharge, mental health or substance abuse follow-up visits with a Participating Provider (as included in the Benefit Package): within five (5) days of request, or as clinically necessary</p>
Day Treatment	<p>Two (2) that are accepting new Enrollees in each county in its service area for each covered service in the benefit package unless the county has an insufficient number of providers licensed, certified or available in that county as determined by the Department. (MLTCP)</p>	<p>Travel time/distance shall not exceed thirty (30) minutes/thirty (30) miles from the Enrollee’s residence. Transport time and distance in rural areas may be greater than thirty (30) minutes/thirty (30) miles from the Enrollee’s residence if based on the community standard for accessing care or if by Enrollee choice</p>	<p>NA</p>	<p>NA</p>	

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Dentistry (including services delivered in inpatient and ambulatory surgery settings)	<p>Sufficient providers to achieve a ratio of at least one (1) primary care dentist for each 2,000 Enrollees. The network must include <u>2</u> dentists with expertise in serving special needs populations.</p> <p>Free Access to academic dental centers (per 364-j and mltc contract)</p>	<p>Travel time/distance shall not exceed thirty (30) minutes/thirty (30) miles from the Enrollee’s residence. Transport time and distance in rural areas may be greater than thirty (30) minutes/thirty (30) miles from the Enrollee’s residence if based on the community standard for accessing care or if by Enrollee choice.</p>	<p>At least: one (1) pediatric dentist and one (1) oral surgeon. Orthognathic surgery, temporal mandibular disorders (TMD) and oral/maxillofacial prosthodontics must be provided through any qualified dentist, either in-network or by referral. Periodontists and endodontists must also be available by referral.</p>	<p>Enrollees with appointments shall not routinely be made to wait longer than one hour</p>	<p>Emergency care- immediately upon presentation at service site</p> <p>Non-urgent ‘sick’ – 48 to 72 hours within request as clinically necessary</p> <p>Routine or preventative – within 4 to 6 weeks</p>
Durable Medical Equipment (includes "traditional" DME, such as wheelchairs, as well as: medical/surgical supplies, enteral and parenteral formulae, orthotics, prosthetics, prescription footwear and hearing aid batteries).	At least one (1) provider	NA	NA	NA	

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Home Care (Nursing, Home Health Aide, Occupational Therapy, Physical Therapy, Speech and Language Therapy, Medical Social Services) (delivered by hospital-based, nursing home-based, and free-standing programs)	At least one agency that is accepting new Enrollees in each county, with the availability of a choice of at least Two (2) staff persons within the agency. (MMC)	NA	NA	NA	
Inpatient Substance Abuse Services	At least one (1) per region (i.e., when the DISCO spans two regions, there must be at least one contracted provider in each region). ¹	NA	NA	NA	
Inpatient Psychiatric Services (includes services delivered in state psychiatric centers, residential treatment facilities for children, and inpatient psychiatric services delivered by public and private hospitals or by subdivisions thereof)	At least one (1) per region (i.e., when the DISCO spans two regions, there must be at least one contracted provider in each region)	NA	NA	NA	

¹ For the purpose of network adequacy review, the regions are: **Capital District:** Albany, Clinton, Columbia, Delaware, Essex, Franklin, Fulton, Greene, Hamilton, Montgomery, Otsego, Rensselaer, Saratoga, Schenectady, Schoharie, Warren and Washington. **Central New York Region:** Broome, Cayuga, Chenango, Cortland, Herkimer, Jefferson, Lewis, Madison, Oneida, Onondaga, Oswego, St. Lawrence, Tioga and Tompkins. **Metropolitan Area:** Bronx, Kings, New York, Queens, Richmond, Dutchess, Nassau Orange, Putnam, Rockland, Suffolk, Sullivan, Ulster and Westchester. **Western Region:** Allegany, Cattaraugus, Chautauqua, Chemung, Erie, Genesee, Livingston, Monroe, Niagara, Ontario, Orleans, Schuyler, Seneca, Steuben, Wayne, Wyoming, and Yates.

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Intermediate Care Facility/Individual with Intellectual Disabilities – Developmental Center	At least one (1) per region (i.e., when the DISCO spans two regions, there must be at least one contracted provider in each region)	NA	NA	NA	
Intermediate Care Facility/Individual with Intellectual Disabilities – Community Based	Provided in state-certified setting, access based on priority need and local availability. Those not provided ICF/IID in a certified setting have needs met through alternative services in more integrated settings.				
Non Emergency Transportation	At least one (1)	NA	NA	NA	
Personal Care (including consumer directed personal assistance)	At least one (1) agency that is accepting new Enrollees in each county in its service area, with choice of at least two (2) staff persons within each agency.	NA		NA	
Personal Emergency Response System	At least one (1)	NA		NA	
Rehabilitation Option programs certified by NYS Office of Mental Health, excluding licensed residential services	At least one (1) agency that is accepting new Enrollees in each county in its service area, with choice of at least two (2) staff persons within each agency.	Travel time/distance shall not exceed thirty (30) minutes/thirty (30) miles from the Enrollee’s residence. Transport time and distance in rural areas may be greater than thirty (30) minutes/thirty (30) miles from the Enrollee’s residence if based on the community standard for accessing care or if by Enrollee choice		Enrollees with appointments shall not routinely be made to wait longer than one hour	

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Skilled Nursing Facility	Two (2) that are accepting new Enrollees in each county (3 in metropolitan NYC area) in its service area for each covered service in the benefit package unless the county has an insufficient number of providers licensed, certified or available in that county as determined by the Department. (MMC)	NA		NA	
Day Habilitation	Two (2) that are accepting new Enrollees in each county in its service area for each covered service in the benefit package unless the county has an insufficient number of providers licensed, certified or available in that county as determined by the Department. (MLTCP)	<u>When delivered in a certified location:</u> Travel time/distance shall not exceed thirty (30) minutes/thirty (30) miles from the Enrollee’s residence. Transport time and distance in rural areas may be greater than thirty (30) minutes/thirty (30) miles from the Enrollee’s residence if based on the community standard for accessing care or if by Enrollee choice	NA	NA	
Live-in Caregiver (42 CFR §441.303(f)(8))	NA	NA	NA	NA	

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Prevocational Services	Two (2) that are accepting new Enrollees in each county in its service area for each covered service in the benefit package unless the county has an insufficient number of providers licensed, certified or available in that county as determined by the Department. (MLTCP)	When site-based program: Travel time/distance shall not exceed thirty (30) minutes/thirty (30) miles from the Enrollee’s residence. Transport time and distance in rural areas may be greater than thirty (30) minutes/thirty (30) miles from the Enrollee’s residence if based on the community standard for accessing care or if by Enrollee choice	NA	NA	
Residential Habilitation	Provided in state-certified setting, access based on priority need and local availability. Those not provided residential habilitation in a certified setting have needs met through alternative services in more integrated settings.	NA	NA	NA	
Respite	Two (2) that are accepting new Enrollees in each county in its service area for each covered service in the benefit package unless the county has an insufficient number of providers licensed, certified or available in that county as determined by the Department. (MLTCP)	NA – service may be site-based or provided in family home	NA	NA	

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Supported Employment (SEMP)	The DISCO must include all DDRO approved brokers in their network allowing the individual choice of available broker.	NA	NA	NA	
Agency with Choice/Financial Management Services (AWC/FMS)	Two (2) that are accepting new Enrollees in each county in its service area for each covered service in the benefit package unless the county has an insufficient number of providers licensed, certified or available in that county as determined by the Department. (MLTCP)	NA	NA	NA	
Consolidated Supports and Services	NA	NA	NA	NA	
Support Brokerage	Two (2) that are accepting new Enrollees in each county in its service area for each covered service in the benefit package unless the county has an insufficient number of providers licensed, certified or available in that county as determined by the Department. (MLTCP)	NA	NA	NA	
Assistive Technology - Adaptive Devices	At least one (1) provider – option for DISCO as provider	NA	NA	NA	

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Community Habilitation	Two (2) that are accepting new Enrollees in each county in its service area for each covered service in the benefit package unless the county has an insufficient number of providers licensed, certified or available in that county as determined by the Department. (MLTCP)	NA	NA	NA	
Community Transition Services	Two (2) that are accepting new Enrollees in each county in its service area for each covered service in the benefit package unless the county has an insufficient number of providers licensed, certified or available in that county as determined by the Department. (MLTCP)	NA	NA	NA	
Environmental Modifications (Home Accessibility)	At least one (1) provider – option for DISCO as provider	NA	NA	NA	
Family Education and Training	Two (2) that are accepting new Enrollees in each county in its service area for each covered service in the benefit package unless the county has an insufficient number of providers licensed, certified or available in that county as determined by the Department. (MLTCP)	NA	NA	NA	

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Intensive Behavioral Services	Two (2) that are accepting new Enrollees in each county in its service area for each covered service in the benefit package unless the county has an insufficient number of providers licensed, certified or available in that county as determined by the Department. (MLTCP)	NA	NA	NA	
Pathway to Employment	Once program established: Two (2) that are accepting new Enrollees in each county in its service area for each covered service in the benefit package unless the county has an insufficient number of providers licensed, certified or available in that county as determined by the Department. (MLTCP)	NA	NA	NA	