



MEMORANDUM

TO: Community Behavioral Health Providers of Core Services (Tier 1 and Tier 2/2+)

FROM: Lynn Copeland, Director, Office of Provider Network Management

DATE: July 8, 2015

RE: Changes to Routine and Urgent Appointment Scheduling by GCAL

On behalf of the Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD) and GCAL, we appreciate your history of partnership in providing intake appointments for individuals seeking services through GCAL. As part of the preparation for the new ASO, DBHDD considered feedback from the provider network and GCAL and made changes regarding our expectations specific to the scheduling of routine and urgent appointments.

As noted in trainings from the Georgia Collaborative ASO, the following changes regarding use of GCAL for routine and urgent appointments are now effective:

Routine intake appointments with providers of core services will no longer be scheduled by GCAL.

GCAL will continue to schedule urgent appointments with providers of core services. Therefore, urgent appointment times must be provided to GCAL.

Urgent appointments should be available for scheduling as soon as possible from the time of referral. However, when accommodating weekends and holidays, urgent appointments may be within 3 calendar days of the referral date.

Please share these changes with each member of your staff to ensure that everyone is aware of the changes to GCAL's role in scheduling appointments.

Thank you for your continued partnership and collaboration. If you have questions, please contact your DBHDD contract manager. For additional information regarding the Georgia Collaborative ASO, please visit <http://dbhdd.georgia.gov/georgia-collaborative>.

Cc: Melissa Sperbeck
Chris Gault
Behavioral Health RSAs
Regional Coordinators
Camille Richins

Godwin Akhirome
Jason Bearden
Wendy Martinez
Anna McLaughlin