**Amendment to Behavioral Health Appointment Time Frames**

The Illinois Department of Health and Family Services (HFS) through its (MCCN) Agreement with Cook County Hospital Health System D.B.A CountyCare Health Plan has amended the initial behavioral health appointment and follow-up appointment time frames for eligible members seeking this service to the following:

**Behavioral Health Appointment Time Frames:**

Initial appointment for outpatient treatment for mental, emotional, nervous, or substance use disorders or conditions is available within ten (10) business days from the date of request for an enrollee. Follow-up appointments for outpatient treatment for mental, emotional, nervous or substance use disorders or conditions shall be available within twenty (20) business days from the date of request for an enrollee.

This change is effective for all requests for BH services on or after **August 1, 2022**. In the event you have questions regarding this update, please contact your appropriate Provider Service Representative through this link [ProviderServices@Countycare.com](mailto:ProviderServices@Countycare.com).