



BHH Enhanced Access Policy

Date of Origin: *January 30, 2019*

Modification Date(s):

Date of Last Review: *9/14/21*

I. Purpose

To define the process in which the agency enhances access to services for their members per Mainecare Section 92.02 regulation, number 4, Enhanced Access.

II. Policy

The agency has an answering service in place available after hours. In the event that a BHH client's records need to be accessed during after hours, the answering service can connect to the on call clinician.

The agency receives a log via email at the end of each after hours period with all caller information from that period to monitor and ensure this enhanced access to care.



Scott Tash, CEO

10-15-21

Date