PerformCARE®
8040 Carlson Road
Harrisburg, PA 17112

Provider Notice

To:	**All Outpatient Network Providers**
From:	**PerformCare**
Date:	**August 26, 2026**
Subject:	**AD 26 109: 7-Day Access Standards**

This notice is intended to remind all network providers of PerformCare's 7-day access standards pertaining to Mental Health and Substance Use Outpatient services.

The HealthChoices Program Standards and Requirements specify the required provider response time for emergent, urgent, and routine services. Outpatient services fall under routine. For routine services, Providers must ensure that PerformCare Members are ***offered*** an appointment to be seen within seven calendar days of the Member's request. Routine care is determined by excluding needs that indicate emergent or urgent risk, as reported by the Member, their family, or a provider acting on the Member's behalf.

PerformCare also encourages providers to review the following resource, created by CABHC, "Best Practice Models to Increase Psychiatric Access" resource document at https://pa.performcare.org/content/dam/amerihealth-caritas/performcare-pa/pdf/providers/resources-information/best-practice-models-to-increase-psychiatric-access.pdf.coredownload.inline.pdf. Incorporating applicable best practices from that resource may help providers evaluate scheduling workflows, address barriers to timely appointments, and identify strategies for increasing psychiatric access. These efforts may support providers in meeting the 7-day access standard and improving timely access to care for Members.

For PerformCare to monitor providers' ability to meet access standards, providers are required to:

1. Record three dates in the Member's medical records (detailed below) when a member outreaches for services and,
2. Bill with a U7 modifier when an intake (90791) and/or psychiatric evaluation (90792) is offered within 7 days.

Ability to meet access standards is measured using data provided to PerformCare by network providers. Providers must document three key dates in the Member's medical record: (1) the date the Member first requested services, (2) the date the first available appointment was offered, and (3) the date the Member was first seen. The 'first offered' date refers to the earliest available appointment, even if the Member cannot accept it. Documentation must be maintained in all situations, including when the Member accepts, cancels, reschedules,

no-shows, or when the provider must reschedule. If medication management is deemed necessary during an initial intake, the intake date may be used as the 'first requested' date for purposes of 7-day access to psychiatric evaluation. Providers must be certain to use the correct modifier (U7) when submitting claims for 90791 and 90792 when Members are offered appointments within the seven-day standard. Note that records are subject to audit to confirm accuracy. In addition, site visits for high-volume providers will include a limited review of Member treatment records to ensure accurate reporting of the date a service was first requested by the Member, the date first appointment was offered, and the date the Member was first seen.

Please see table below for provider types/specialty and procedure code combinations that this memo applies to. If your agency operates a specialty program that requires additional modifiers, please contact your Account Executive to discuss if that modifier should be added when billing for the 90791 and 90792 codes.

Provider Type/ Specialty	**Service Code Description**	**Core Code**	**Additional Modifiers**
08/ 110	Psychiatric diagnostic eval, no Medical, Bachelors level, Within 7 days	90791	HN.U7
08/ 110	Psychiatric diagnostic eval, no Medical, Bachelors level, Within 7 days, Audio-only	90791	HN.U7.FQ
08/ 110	Psychiatric diagnostic eval, no Medical, Masters level, Within 7 days	90791	HO.U7
08/ 110	Psychiatric diagnostic eval, no Medical, Masters level, Within 7 days, Audio-only	90791	HO.U7.FQ
08/ 110	Psychiatric diagnostic eval, no Medical, Doctorate level, Within 7 days	90791	HP.U7
08/ 110	Psychiatric diagnostic eval, no Medical, Doctorate level, Within 7 days, Audio- only	90791	HP.U7.FQ
08/ 110	Psychiatric Eval, w/ Medical MD/DO, Child, Within 7 days	90792	HA.U7
08/ 110	Psychiatric Eval, w/ Medical MD/DO, Child, Within 7 days, Audio- only	90792	HA.U7.FQ
08/ 110	Psychiatric Eval, w/ Medical CRNP, Child, Within 7 days	90792	SA.HA.U7
08/ 110	Psychiatric Eval, w/ Medical CRNP, Child, Within 7 days, Audio-only	90792	SA.HA.U7.FQ
08/ 110	Psychiatric Eval, w/ Medical CRNP, Within 7 days	90792	SA.U7
08/ 110	Psychiatric Eval, w/ Medical CRNP, Within 7 days, Audio-only	90792	SA.U7.FQ
08/ 110	Psychiatric Eval, w/ Medical MD/DO, Within 7 Days	90792	U7
08/ 110	Psychiatric Eval, w/ Medical MD/DO, Within 7 Days, Audio-only	90792	U7.FQ
08/ 184	Psychiatric diagnostic eval, no Medical, Bachelors level, Within 7 days	90791	HN.U7

08/ 184	Psychiatric diagnostic eval, no Medical, Bachelors level, Within 7 days, Audio-only	90791	HN.U7.FQ
08/ 184	Psychiatric diagnostic eval, no Medical, Masters level, Within 7 days	90791	HO.U7
08/ 184	Psychiatric diagnostic eval, no Medical, Masters level, Within 7 days, Audio-only	90791	HO.U7.FQ
08/ 184	Psychiatric diagnostic eval, no Medical, Doctorate level, Within 7 days	90791	HP.U7
08/ 184	Psychiatric diagnostic eval, no Medical, Doctorate level, Within 7 days, Audio- only	90791	HP.U7.FQ
08/ 184	Psychiatric Eval, w/ Medical MD/DO, Child, Within 7 days	90792	HA.U7
08/ 184	Psychiatric Eval, w/ Medical MD/DO, Child, Within 7 days, Audio- only	90792	HA.U7.FQ
08/ 184	Psychiatric Eval, w/ Medical MD/DO, Within 7 days	90792	U7
08/ 184	Psychiatric Eval, w/ Medical MD/DO, Within 7 Days, Audio-only	90792	U7.FQ
09/103	Psychiatric Eval, w/ Medical CRNP, Child, Within 7 days	90792	SA.HA.U7
09/103	Psychiatric Eval, w/ Medical CRNP, Child, Within 7 days, Audio-only	90792	SA.HA.U7.FQ
09/103	Psychiatric Eval, w/ Medical CRNP, Within 7 days	90792	SA.U7
09/103	Psychiatric Eval, w/ Medical CRNP, Within 7 days, Audio-only	90792	SA.U7.FQ
11/112	Psychiatric diagnostic eval, no Medical, Masters level, Within 7 days	90791	HO.U7
11/112	Psychiatric diagnostic eval, no Medical, Masters level, Within 7 days, Audio-only	90791	HO.U7.FQ
11/112	Psychiatric diagnostic eval, no Medical, Doctorate level, Within 7 days	90791	HP.U7
11/112	Psychiatric diagnostic eval, no Medical, Doctorate level, Within 7 days, Audio- only	90791	HP.U7.FQ
11/184	Psychiatric diagnostic eval, no Medical, Bachelors level, Within 7 days	90791	HN.U7
11/184	Psychiatric diagnostic eval, no Medical, Bachelors level, Within 7 days, Audio-only	90791	HN.U7.FQ
11/184	Psychiatric diagnostic eval, no Medical, Doctorate level, Within 7 days	90791	HP.U7
11/184	Psychiatric diagnostic eval, no Medical, Doctorate level, Within 7 days, Audio- only	90791	HP.U7.FQ
11/184	Psychiatric Eval, w/ Medical MD/DO, Child, Within 7 days	90792	HA.U7
11/184	Psychiatric Eval, w/ Medical MD/DO, Child, Within 7 days, Audio- only	90792	HA.U7.FQ
19/190	Psychiatric diagnostic eval, no Medical, Masters level, Within 7 days	90791	HO.U7
19/190	Psychiatric diagnostic eval, no Medical, Masters level, Within 7 days, Audio-only	90791	HO.U7.FQ
19/190	Psychiatric diagnostic eval, no Medical, Doctorate level, Within 7 days	90791	HP.U7

19/190	Psychiatric diagnostic eval, no Medical, Doctorate level, Within 7 days, Audio- only	90791	HP.U7.FQ
19/190	Best Practice Evaluation, Within 7 days	90791.EP	U7
31/339	Psychiatric diagnostic eval, no Medical, Masters level, Within 7 days	90791	HO.U7
31/339	Psychiatric diagnostic eval, no Medical, Masters level, Within 7 days, Audio-only	90791	HO.U7.FQ
31/339	Psychiatric Eval, w/ Medical MD/DO, Child, Within 7 days	90792	HA.U7
31/339	Psychiatric Eval, w/ Medical MD/DO, Child, Within 7 days, Audio- only	90792	HA.U7.FQ
31/339	Psychiatric Eval, w/ Medical CRNP, Child, Within 7 days	90792	SA.HA.U7
31/339	Psychiatric Eval, w/ Medical CRNP, Child, Within 7 days, Audio-only	90792	SA.HA.U7.FQ
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31/339	Psychiatric Eval, w/ Medical CRNP, Within 7 days, Audio-only	90792	SA.U7.FQ
31/339	Psychiatric Eval, w/ Medical MD/DO, Within 7 days	90792	U7
31/339	Psychiatric Eval, w/ Medical MD/DO, Within 7 Days, Audio-only	90792	U7.FQ

If you have questions or need further assistance, please contact your Account Executive.

cc: Lisa Hanzel, PerformCare
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PerformCare Account Executives