



National Alliance on Mental Illness

NAMI | Washington

November 4, 2021

Jane Beyer
Washington State Office of the Insurance Commissioner
P.O. Box 40260 Olympia, WA 98504
Re: Public Comment on CR-102 for R 2021-16
Submitted via public comment

Dear Ms. Beyer,

Thank you for taking the time to review comment on CR-102 for R 2021-16 on behalf of the National Alliance on Mental Illness (NAMI) Washington.

NAMI Washington is supportive of the draft rule for WAC 284-170-280. The reporting requirements included in the draft rule are an important part of promoting access to next day appointments for urgent behavioral health care and identifying any gaps to care that exist.

- We maintain that weekly updated reports from health plans on next day appointment access will support transparency and accountability in accessing critically needed, urgent services.
- We also continue to support the inclusion of establishing a process for ensuring access to next day appointment for urgent, symptomatic behavioral health in an issuer's access plan as a part of promoting network adequacy.

It is vital that individuals who experience urgent and symptomatic behavioral health conditions have access to timely, next-day appointments that meet the needs of the individual. Connecting people to these services, especially in times of crisis, will be a critical component with the implementation of the 988 hotline and a tremendous step forward for behavioral health care for Washingtonians.

Thank you very much for your work on E2SHB 1477 implementation regarding next day appointments and for taking the time to review NAMI Washington's comment.

Sincerely,

Katherine Seibel, MSSW
Director of Public Policy and Advocacy