Title Slide

Network Adequacy
One Care Implementation Council
February 12, 2019

Improving care for people with disabilities and chronic health needs

Commonwealth Care Alliance

Slide 1

**Adequacy**

* Follow CMS rules where appropriate
* Follow MA Health Guidelines for their covered services
* LTSS Services
	+ BH-CMS
	+ DME
* Provider Survey
	+ Specialty Access
	+ BH Access

Slide 2

**Adequacy**

* ADA
	+ In own Credentialing System
	+ Updated Quarterly
	+ Search Field
* Open/Closed Panels
	+ In own Credentialing System
	+ Updated Quarterly
	+ Search Field
* Languages
	+ Capture provider and staff separately
	+ Updated Quarterly
	+ Search Field

Slide 3

**Continuity of Care**

* Singles Case Agreement (LOAs)
	+ Number/Annually
	+ TAT – 24 hours to scoring days
	+ Rejections – Very few rejected unless by practitioner
		- BH – 40%
		- Medical – 60%

Slide 4

**Network Challenges**

* Specialties
	+ Dermatology
	+ Neuro-Surgery
* BH
	+ Recovery Coaches (New Contracts)
	+ Urgent medical visits, except ED
	+ Not enough crisis beds
	+ Need more access to sober homes
	+ Home-based care for BH is lacking
* Transportation
	+ Special case requests
	+ Volume

Slide 5

**Appeals and Grievances**

* + Access issues account for less than 5% of CCA’s complaint volume
	+ Report to CMS and EEOHS on monthly and quarterly basis
	+ Any issues fall back to Contracting department immediately

Slide 6

**Network Availability**

* + PCP
	+ Specialists
	+ BH

Will be surveying wait times and availability in 2019