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