Network Adequacy

One Care Implementation Council
February 12, 2019

Improving care for people with disabilities and chronic health needs

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

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

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%

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

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

Network Availability

➢ PCP

➢ Specialists

➢ BH

Will be surveying wait times and availability in 2019