

KY EQRO Provider Access and Availability

Submitted June 24, 2013

	Passport	KY Spirit	Coventry	WellCare
1. Results of MCO-completed questionnaire re: secret shopper survey	<p>Not completed on a routine basis. Usually performed in response to inquiries from members or situations identified as a potential gap; PHP initiates telephonic and/or onsite unannounced calls/visits to assess availability.</p> <p>PHP is having preliminary discussions of conducting quarterly and/or annual telephonic accessibility survey.</p>	<p>Conducts surveys via phone and office visits. Phone surveys use scripted scenarios. Information on the types of scenarios used was not provided in the questionnaire response.</p> <p>P/P KY.QI.05 indicates that routine, urgent and after-hours access is surveyed.</p>	<p>Conducts surveys via phone. Uses scripted scenarios for routine, non-urgent, sick and after-hours access.</p>	<p>Contracts with The Myers Group (TMG) to conduct assessments. TMG calls providers presenting themselves as a vendor conducting audit on behalf of WellCare.</p> <p>PCPs and pediatricians are surveyed for urgent, routine and after-hours access. Specialists, radiology and laboratory providers are surveyed for routine and urgent access. Behavioral health providers are surveyed for routine, urgent, psychiatric emergency, screening and triage, and post-inpatient discharge access.</p>
Provider types surveyed	All provider types are subject to survey	PCP	PCP and OB GYN	PCP, pediatrician, behavioral health provider, laboratory, radiology, and top 10 specialty providers
Corrective actions taken if indicated	Yes	Yes	Yes	Yes
Timeframe for conducting survey	On an as needed basis	Annual	Semi-annual per questionnaire Quarterly per P/P PR-006	Quarterly; each provider type surveyed annually
2. Policy/procedure	NA*	<p>KY.QI.05, Evaluation of the Accessibility of Services</p> <p>KY.PRVR.10, Measuring Provider Accessibility</p>	<p>PR-006, Accessing Appointment Availability</p> <p>PR-002, Provider Access & Availability</p>	C6NI-002, Provider Appointment Accessibility and After-Hours Coverage
Methodology	NA*	Per KY.QI.05 provider relations measures access to primary care and behavioral health services at least annually; document references site specific	Per PR-006, a percentage of PCPs will be contacted using a secret shopper approach quarterly. The Survey Form and Access Script, listed as	C6NI-002 only describes the MCO's use of survey results provided by the vendor. The survey methodology used by the vendor was not provided.

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		<p>surveys/audits but surveys not described; Monitoring of behavioral health provider access is delegated to Cenpatico.</p> <p>Attachment D to KY.QI.05 includes scripted survey questions. These questions are inquiries regarding appointment availability and not a “secret shopper” methodology.</p> <p>Attachment D includes a survey tool for specialists however monitoring of specialist access is not addressed in the policy.</p> <p>Survey tools included in Attachment D indicate that performance goal is $\geq 80\%$ of standard; however the policy states that providers must meet 90% compliance.</p> <p>Per KY.PRVR.10 appointment accessibility standards are assessed by conducting: self-reported surveys; phantom calls from provider relations staff to verify appointment availability as well as hours of operation and monitor that provider has adequate 24/7 service availability. Actual methodology not provided.</p>	<p>attachments, were not provided.</p> <p>PR-006 states that PCPs are surveyed quarterly using NCQA wait time standards. Also states that an annual survey is conducted to assess compliance with plan standards.</p> <p>Performance goal not stated in policy.</p>	
3. Compliance Review Findings	NA*	No reports provided – survey in progress.	<p>Secret shopper survey conducted March 2013 with the following results:</p> <p>PCP – new member – 7/8 calls compliant</p>	<p>Quarterly monitoring results:</p> <p>PCP and Pediatrician Q2 2012: audited 169 PCPs and 43 pediatricians; PCPs exceeded goal of 95% for routine appts.;</p>

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			PCP – non-urgent sick appt. – 5/8 calls compliant	PCP results for urgent and pediatrician results for urgent and routine did not meet goal. To be sent notice of non-compliance and reassess in Q4 2012.
			PCP – routine appt. – 8/8 calls compliant	PCP – urgent appt. - 92.3% PCP - routine appt. - 97%
			PCP – urgent appt. – 6/8 calls compliant	Pediatrician - urgent appt. - 93% Pediatrician – routine appt. - 93%
			OB/GYN - high-risk appt. – 3/8 calls compliant	<u>Q3 2012</u> : audited 153 PCPs and 42 pediatricians; PCPs exceeded goal of 95% for routine; PCPs results for urgent did not meet goals; pediatrician results for urgent and routine exceeded goal. To be sent notice of non-compliance and reassess in Q1 2013.
			OB/GYN – 1 st trimester appt. – 4/8 calls compliant	PCP - urgent appt. - 92.8% PCP - routine appt. - 97.4%
			OB/GYN – 2 nd trimester appt. – 3/7 calls compliant	Pediatrician - urgent appt. - 97.6% Pediatrician – routine appt. - 100%
			OB/GYN – 3 rd trimester appt. – 1/7 calls compliant	<u>Q4 2012</u> : audited 162 PCPs and 36 pediatricians; PCPs met goal for routine appt.; PCPs did not meet goal for urgent; pediatricians met goal for urgent and routine. To be sent notice of non-compliance and reassess in Q2 2013.
			PCP – after-hours call – 11/15 compliant	
			OB/GYN – after-hours call – 6/15 compliant	
			Behavioral health providers are surveyed by MHNet, however only national provider network data is provided; market data is not available.	

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				<p>PCP - urgent appt. - 93.2% PCP - routine appt. - 96.3%</p> <p>Pediatrician - urgent appt. - 97.2% Pediatrician – routine appt. - 97.2%</p> <p><u>Re-audits:</u> 47 PCPs and 10 pediatricians successfully re-audited; PCPs exceeded goal for routine and urgent; pediatricians failed to meet goal for routine and urgent. Providers found non-compliant after re-audit will receive written notification requesting CAP within 30 days.</p> <p>PCP - urgent appt. - 95.7% PCP – routine appt. - 97.9%</p> <p>Pediatrician - urgent appt. - 90% Pediatrician - routine appt. - 90%</p> <p>After-Hours Availability (call returned within 30 minutes):</p> <p>Q2 2012 PCPs – 49.1% and pediatricians – 62.8%.</p> <p>Q3 2012: PCPs – 51% and pediatricians – 76.2%</p> <p>Q4 2012: PCPs – 59.9% and pediatricians – 86.1%</p> <p>Re-audits: PCPs – 46.8% and pediatricians 50%</p> <p>Same corrective actions as</p>

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				<p>above</p> <p>Specialist Q2 2012 - Specialists – urgent appt. – 74.8%; routine appt. – 90.6%</p> <p>Q3 2012 - Specialists – urgent appt. – 64.6%; routine appt. - 93%</p> <p>Q4 2012 - Specialists – urgent appt. - 65.1%; routine appt. - 86.1%</p> <p>Re-audits – Specialists – urgent appt. - 71%; routine appt. - 100%</p> <p>Same corrective actions as above</p> <p>Behavioral Health Providers Routine appt. - Q2, 3, 4, re-audit - 93.5%, 90%, 97.4%, 100%, respectively</p> <p>Urgent appt. - Q2, 3, 4, re-audit - 80.6%, 66.7%, 59%, 50%, respectively</p> <p>Crisis stabilization – Q2, 3, 4, re-audit - 96.8%, 83.3%, 97.4%, 100%, respectively</p> <p>Post discharge appt. Q2, 3, 4, re-audit – 93.5%, 83.35%, 69.25%, 100%, respectively</p> <p>Same corrective actions as above</p>
4. Member Grievances**	Report: V.A. Member Grievance	Report: MCO Report #27	Report: MCO Report #27	Report: MCO Report #27

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The following categories were considered access-related: after-hours access, appointment availability, excessive wait times, inconvenient hours of operation, network adequacy, network availability, physical accessibility issue and communication barrier.	<p>Activities PHP Total</p> <p>Q1 2012: 7/265 access-related grievances received; 2.6%</p> <p>Q2 2012: 7/228 access-related grievances received; 3%</p> <p>Q3 2012: 5/289 access-related grievances received; 1.7%</p> <p>Q4 2012: 11/278 access-related grievances received; 3.9%</p> <p>Report: MCO Report #27</p> <p>Q1 2013: 9/65 access-related grievances received; 13.8%</p>	<p>Q1 2012: 2/21 access-related grievances received; 9.5%</p> <p>Q2 2012: 0/0 access-related grievances received</p> <p>Q3 2012: 0/1 access-related grievances received</p> <p>Q4 2012: 1/11 access-related grievances received; 9%</p> <p>Q1 2013: 2/9 access-related grievances received; 22.2%</p>	<p>Q1 2012: 3/106 access-related grievances received; 2.8%</p> <p>Q2 2012: 3/104 access-related grievances received; 2.9%</p> <p>Q3 2012: report not provided</p> <p>Q4 2012: 5/77 access-related grievances received; 6.5%</p> <p>Q1 2013: 5/43 access-related grievances received; 11.6%</p>	<p>Q1 2012: 12/57 access-related grievances received; 21%</p> <p>Q2 2012: 30/145 access-related grievances received; 20.7%</p> <p>Q3 2012: report not provided</p> <p>Q4 2012: 16/278 access-related grievances received; 5.7%</p> <p>Q1 2013: 27/346 access-related grievances received; 7.8%</p>
5. Member Satisfaction Surveys	<p>2011 CAHPS:</p> <p>Adult – Getting Needed Care Quickly – 84%</p> <p>Adult – Getting Needed Care – 84%</p> <p>Child – Getting Needed Care Quickly - 90%</p> <p>Child – Getting Needed Care - 86%</p> <p>2012 CAHPS in process</p>	<p>2012 CAHPS:</p> <p>Adult – Getting Needed Care Quickly – 82.7%</p> <p>Adult – Getting Needed Care – 79.6%</p> <p>Child – Getting Needed Care Quickly – 88.3%</p> <p>Child – Getting Needed Care - 79%</p>	2012 CAHPS in process	2012 CAHPS in process

* Access standards were not reviewed at Passport in the 2013 compliance review

**Volume of access-related grievances is estimated; MCOs may not use a consistent method of categorization