

Timely Access Regulation & Methodology

March 18, 2015

Jenny Phillips

Senior Attorney
Office of Plan Licensing

www.HealthHelp.ca.gov

DEPARTMENT OF
**Managed
HealthCare**



Overview

- History of the Timely Access regulation and annual report
- Improvements to compliance reporting
- Implementation of SB 964

www.HealthHelp.ca.gov

Timely Access: Statute & Regulation

- Health & Safety Code section 1367.03 directs the Department to adopt regulations to ensure health plan enrollees' access to necessary health care services in a timely manner. (2002)
- Rule 1300.67.2.2 was adopted in 2010.

www.HealthHelp.ca.gov

Compliance Requirements

- Monitor network compliance and investigate and correct deficiencies
- Ensure sufficient contracted providers and in areas of provider shortages, plans must arrange for enrollees to access available and accessible contracted providers in neighboring service areas
- Wait time for customer service rep not more than 10 minutes
- 24/7 telephone triage services, including a call back w/in 30 minutes
- Provide interpreter services

www.HealthHelp.ca.gov

Annual Reports

- All full service & mental health plans
- Filing is due March 31
 - 34 full service plans
 - 7 mental health plans
- Reviewed by the Office of Plan Licensing and Managed Healthcare Unlimited

www.HealthHelp.ca.gov

Annual Report Components

- Plan policies & procedures
- Rate of compliance with the time elapsed standards
- Incidents of non-compliance that resulted in substantial harm or patterns of non-compliance
- Advanced access
- Description of triage, telemedicine, and health information technology
- Enrollee/Provider satisfaction surveys
- Provider network snapshot

www.HealthHelp.ca.gov

Appointment Time Frames

- 48 hours for urgent care services without pre-authorization
- 96 hours for urgent care services requiring pre-authorization
- 10 business days for primary care physician
- 15 business days for specialist physician
- 10 business days for non-physician mental health provider
- 15 business days for ancillary care

www.HealthHelp.ca.gov

Calculating Compliance

- Compliance with the time elapsed standards:
 - County
 - Provider Group
- Provider group/individually contracted providers
- Statistically reliable methodology

www.HealthHelp.ca.gov

Reporting Challenges

- Industry Collaborative Effort
- Rate of compliance bench marks
- Mental health providers

www.HealthHelp.ca.gov

Annual Report Evolution

- 2011 - First report
- 2012 - Multiple methodologies
- 2013 - Increased surveys
- 2014 - Implemented Department model survey

www.HealthHelp.ca.gov

Improvements: MY* 2013

- Increased number of provider surveys
- Met with health plans to outline goals for report improvements.

* Measurement Year

www.HealthHelp.ca.gov

Improvements: MY 2014

- Model provider appointment availability survey and methodology
- Pilot programs for mental health plans
 - Online surveys for non-physician providers

www.HealthHelp.ca.gov

SB 964 (2014): Timely Access Reporting

- Develop standardized methodology for reporting timely access compliance
- Annually review compliance and post findings on website
- Annually review plan provider networks

www.HealthHelp.ca.gov

SB 964:

Timely Access Reporting

- Determine a rate of compliance that will allow comparison across plans
- Separate reports for:
 - Medi-Cal
 - Individual/Family products
 - All other commercial products

www.HealthHelp.ca.gov

SB 964: MY 2015

Standardized Methodology

- Survey and audit options
- Separate reporting by product
- Mental health services and ancillary care services
- Tools to increase responses to telephone surveys
- Standard format for submission

www.HealthHelp.ca.gov

SB 964: MY 2015 Standardized Survey Methodology

- Specialist Physician Categories:
 - Allergist
 - Dermatologist
 - Cardiologist
 - Psychiatrist
 - Pediatric & Adolescent Psychiatrist
- Ancillary Care Appointments
 - MRI
 - Physical Therapy
 - Mammogram

www.HealthHelp.ca.gov

SB 964: Future Considerations

- Telemedicine appointments
- Different appointment types
 - Initial diagnosis
- Language assistance
- Disability access

www.HealthHelp.ca.gov

SB 964: Standardized Survey Methodology

Available at DMHC website:

<http://www.dmhc.ca.gov/LicensingReporting/SubmitHealthPlanFilings.aspx#timely>

www.HealthHelp.ca.gov

QUESTIONS?

www.HealthHelp.ca.gov