



Timely Access to Care

Suggested/Shared IPA Interventions

AFTER HOURS

Interventions Focused on the Physician

- Make it a contractual requirement
- Include After Hours standards and performance standards in provider on-boarding education
- Audit newly contracted providers for compliance with After Hours standards within 30 calendar days of activation
- Send requirements of After Hours call compliance via fax, email, mail (e.g. L.A. Care's Access to Care Quick Tips)
- Remind physicians of their contractual responsibilities and enforce contract obligations, as necessary
- IPA leadership to implement immediate action for practitioner noncompliance
 - Issue Corrective Action Plans for noncompliance, including root-cause analysis and timeframe to correct
 - Practitioner ineligible to receive incentive program payments
 - Sanctions
 - Termination

Interventions Focused on the Answering Service

- Include After Hours standards in staff training
- Provide a script to the physician's answering service that meets the DMHC Timely Access to Care standards for After Hours (e.g. L.A. Care's Acceptable After Hours Messaging)
- Offer practitioner offices a IPA sponsored call center for a minimal rate reduction
- IPA to train practitioner's answering service. Offer once per month training and invite practitioner office staff
- Obtain a new After Hours phone service that is in compliance with the After Hours standards
- Offer a listing of Answering Service companies that comply with DMHC standards upon practitioner contract execution
- Audit new practitioners within 30 days of contract activation to ensure After Hours service is in compliance

Interventions Focused on the Provider Office

- Include After Hours messaging/triaging standards/process in staff training
- Provide After Hours Survey script to the provider office
- Provide Health Plan audit results to the physician's office
- Request that offices conduct self-audits to ensure compliance
- Offer noncompliant offices support by helping them set up compliant voicemail messaging/answering services

APPOINTMENT AVAILABILITY

Interventions focused on the IPA

- Increase contracting efforts to expand physician network
 - Adding new providers to assist with influx of new members
- Make it a contractual requirement
- Include Appointment Availability standards and performance standards in provider on-boarding education
- Send requirements of Appointment Availability standards via fax, email, mail (e.g. L.A. Care's Access to Care Quick Tips) to provider offices

- Audit newly contracted providers for compliance with Appointment Availability standards within 30 calendar days of activation
- Remind physicians of their contractual responsibilities and enforce contract obligations, as necessary
- Maintain updated Timely Access to Care policies (review annually and make changes as appropriate)
- Implement improved appointment tracking systems to enable ongoing surveillance by appointment type
- Create incentives for high performing offices
- Conduct webinars to educate the provider network
- Obtain additional specialists contracts to ensure more alternatives are available
- Review provider appointment schedules.
 - Rebuild panels to allow more open access and flexibility in patient scheduling.
 - Rebuild schedules to accommodate same day appointments and to ensure timely access for urgent, routine well care physical exams, and IHAs
- Survey non-compliant practitioners in network to determine reasons for non-compliance. Potential questions:
 1. What are your hours in the office?
 2. For days not in the office, what is the process for members to get appointments on those days (e.g. Members needing urgent appointments are referred to the contracted urgent care centers, utilization of NPs & PAs, etc.)?
 - Analyze practitioner responses to the survey to determine commonalities, barriers and areas for focused interventions
 - Determine appropriate action plans based upon the results of root-cause analysis

Interventions Focused on the Provider Office

- Include Appointment Availability standards in staff training
- Advise offices to self-audit
- Recommend appointment scheduling tools
- Educate practitioners about referral submission and tracking, and provide updates, when necessary
- Hire additional front office staff
- Provide Appointment Availability script to staff

Interventions Focused on the Physician

- Send written communication to physicians outlining expectations of their compliance
- Obtain attestation from physicians to verify knowledge of Timely Access to Care standards and office compliance
- On-boarding Education
 - Distribute policy
 - Distribute ATC Standards
 - Physicians reminded of contractual obligations
- Communicate consequences of practitioner noncompliance
 - Close membership panels of non-compliant providers
 - Reassign existing membership
 - Ineligible to receive Incentive programs payments
 - Contract Termination/Suspension
- Request formal Corrective Action Plans from practitioners
- Provide Timely Access to Care report card to practitioners

ADDITIONAL SUGGESTIONS

- Conduct medical group visits followed up by short PCP visit (e.g. Pediatric, diabetics)
- Expand practice hours & stagger office scheduling
 - 7 AM to 10 PM, Saturdays, Sunday mornings
- Leverage Clinics
 - Urgent Care, walk-in clinics, post hospitalization
- Open access appointments for PCPs