

**Stakeholder Advisory Committee**  
**SPD Transition Discussion**  
**July 23, 2012**

- 1) One challenge encountered during the SPD transition with the MER process is obtaining supporting documents from providers that contain evidence that a beneficiary's medical condition is unstable and that the beneficiary's treatment cannot safely be transferred to a managed care plan physician. How can DHCS gain better FFS provider participation in the MER process? What would be a productive method to inform and educate FFS providers about the MER process?
- 2) Although the continuity of care approval rate was 81%, the most common denial reason was an agreement could not be reached for reimbursement. What would be the ideal strategy for increasing the amount of FFS providers that begin working with managed care?
- 3) How can DHCS improve future transitions based on lessons learned from the SPD transition?
- 4) What steps could the state or plans take to help newly enrolled members understand continuity of care and the managed care networks available to them?
- 5) What communication vehicles or training could the state or health plans use going forward to ensure that providers understand the 12-month SPD continuity of care provisions?