



Department of Health Care Services
Network Adequacy Monitoring Project
March 2015



ESSENTIAL DATA

- **Monthly Provider File**
 - New Data Elements
 - ✓ Panel
 - ✓ Out of Network Providers
 - ✓ Telehealth
 - ✓ Mobile Services
 - Network Turnover Rate
 - Provider File Quality Controls
 - ✓ Quality Check
 - Surveys
 - Cross Reference the Provider File with Submitted Encounters
 - ✓ Add Quality Component to the Default Algorithm
- **Encounter Data Improvement Project**
 - Projected Completion Date of April 2015
- **Incorporate Encounter Data into Network Monitoring**
 - Monitoring
 - ✓ Average Encounters per 1,000 Members for Primary Care and Specialty Providers
 - ✓ Time and Distance
 - Cross Reference Beneficiary Address with Provider/Specialty Location
 - ✓ Adjust Encounter Data to Account for data lag and Plan Enrollment Changes
 - ✓ Out of Network
 - Continuity of Care
 - Out of Network Referral

NETWORK MONITORING DESIGN

- **Primary Care Physician (PCP)**
 - Ratios
 - Time and Distance Standards
 - ✓ GeoAccess
 - ✓ Cross Reference Beneficiary Address with Provider/Specialty Location
 - Timely Access Standards
 - ✓ A&I Annual Medical Audit
 - ✓ MCQMD Survey
 - Average Encounters Per 1,000 Members
- **Specialty Providers**
 - Coverage Analysis
 - ✓ Develop Statistical Model to Compare Plan Specialty Providers
 - Time and Distance

- ✓ Map Beneficiary Address Against Specialty Location (Encounter Data)
- Timely Access Standards
 - ✓ A&I Annual Medical Audits
 - ✓ MCQMD Survey
- Average Encounters Per 1,000 Members

ADDITIONAL NETWORK MONITORING INDICATORS

- **Grievance/Appeals**
 - Accessibility Category
 - ✓ Average Access Grievances Per 1,000 Members
- **PCP and Specialty Geographic Access**
 - Network Analysis
 - ✓ Non COHS: County Crossover Network Analysis
 - ✓ All: FFS Crossover Analysis
 - Develop State Access Map
 - ✓ Approved Alternate Access Standards
 - ✓ Watch List
 - ✓ No Concern
 - Plan Reporting Requirements for Watch List and Approved Alternate Access Standard Areas

INFORMATION SHARING

- Plan Data File
 - Fee For Service Providers by County
 - Managed Care Providers by County

PARTNERSHIPS/COMMENTS

- Department of Managed Health Care (DMHC)
- Covered California
- Department of Health Care Services (DHCS) Audits & Investigations (A&I) Division
- Centers for Medicare and Medicaid Services (CMS)
- Legislative Staff
- Stakeholders

PROJECTED TIMELINE

- Launch 2015

PUBLIC REPORTING

- **Options**
 - Add to Existing Dashboard
 - Create Standalone Network Adequacy Dashboard
 - Create Network Adequacy Map/Report

CONTINUING RESEARCH

- **Network Adequacy**
 - Other Medicaid State Agencies
 - Medicare
 - Commercial
 - Covered California
 - Case Studies
 - Health Plans