IEHP
and
Network Adequacy

December 3, 2014

Inland Empire Health Plan

IEHP

- Joint Powers Agency of Riverside and San Bernardino Counties
- Public Entity, Not for Profit
- Covering the majority of two of the largest counties in the country
- Current Medi-Cal enrollment at over 950,000
- Mixed Model Delivery System
  - Directly contracted physicians, ancillary providers, etc.
  - IPAs and Medical Groups
  - Behavioral Health directly contracted by IEHP

Network Adequacy - Monitoring

- IEHP runs a series of reports to monitor network adequacy
  - Geo-access report measuring % of members within 10 miles of a PCP
  - Geo-access report measuring % of members within 15 miles of selected specialist types (commonly used specialists including Behavioral Health)
  - Overall ratio of IEHP Members/PCPs
  - Overall ratio of IEHP Members to selected specialists (Behavioral Health, General Surgeons, OB/GYNs, Orthopedics, Physical Therapists)
- Reports are run annually or more frequently if requested
- If issues are found – referred to contracting to fill gaps if possible (remote rural areas)

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Network Adequacy - Monitoring

- All IPA/Hospital links are monitored twice/year
  - Confirming that IPAs have 24 core contracted specialists at each hospital link
  - If deficient, IPAs are requested to document contracting efforts, link can be 'frozen' to enrollment
- Our Utilization Management Department notifies Contracting Department (regular meetings) of impacted specialist access in specific geographic areas (literal shortage, appointment access issues)
- Contract managers are assigned to specific geographies and do own monitoring to ensure an adequate specialist network

Network Adequacy - Monitoring

- Grievances related to access are tracked and trended
  - PCP access trends will result in additional monitoring including appointment availability calls, requests for Corrective Action, etc.
  - Specialist access trends will result in additional monitoring, referral to contracting to find additional specialists in the area, etc.
- PCP assigned membership is monitored monthly and if enrollment exceeds limits they are closed to new enrollment
- Care Management, Behavioral Health or other units anecdotally identify issues and refer to Provider Services and/or contracting for investigation and resolution if necessary

Initiatives to Improve/Ensure Access

- IEHP Governing Board approved a $8 million Network Enhancement Fund
  - Fund pays for 50% of the first year cost up to a limit for a <u>new physician</u> to the IE hired or contracted by an existing entity (MD Office, Medical Group, Hospital, etc)
  - $5 million for up to 50 new PCPs maximum payment $100,000
  - $3 million for up to 25 new specialists maximum payment $150,000
  - Have already received over 80 applications
- Contracting team constantly identifying needed specialists in their assigned geographic regions and directly reaches out to them for a contract
- As a consequence of our growth many physicians, both PCPs and Specialists are contacting IEHP themselves to contract with us

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Network Adequacy – Other Issues

- Behavioral Health network was pre-existing due to Medicare Line of Business
  - We have expanded it for Medi-Cal
  - Psychiatrists still a challenge
  - Child psychiatrists a major challenge
  - We have applications for psychiatrists through our Network Enhancement Fund
- Telehealth has been a challenge due to logistic issues on "both sides" of the connection
- Rural areas of our two counties are more challenging than urban as would be expected
- Overall our network is robust with 1,163 PCPs, 2,216 Specialists, 290 Vision Providers, and 488 Behavioral Health Providers

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Challenges/Solutions

- Rural Areas- Specialist Shortages
  - Transportation
  - Network Enhancement Fund
- Tertiary/Quaternary Services – if not available in IE
  - UCSD
  - UCI
  - City of Hope
  - USC- Keck
  - Children's Hospital, Orange County
  - Children's Hospital, Los Angeles