

A NEW ERA OF AGING

Timely Appointment Availability and Access to Care Training



Alignment Health™

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OBJECTIVES



1. Identify the provider appointment access timeframe requirements, also referred to as “Access Standards”, that govern how and when patients access appointments for:
 - Primary care
 - Specialty care
 - Behavioral Health care
2. Understand the Alignment Health Survey process for monitoring compliance with the CMS Provider Access Standards.
3. Ensure Provider Access Study Results were reviewed, and Improvement Activities are implemented to ensure compliance with the standards

ACCESS TO CARE OVERVIEW



ACCESS TO CARE OVERVIEW

- There are limits on how long patients have to wait to get health care appointments and telephone advice.
- These limits are mandated by the Centers for Medicare & Medicaid Services (CMS) as well as State Departments of Managed Health Care.
- Timely Access to Care is a key factor in ensuring that Quality of Care is being delivered to Alignment Members.
- Surveys are conducted to promote, educate and ensure compliance with access standards.
- In addition to this training and tip sheet, the Access to Care requirements can be found in the Provider Operations Manual.

SURVEY PROCESS

ALIGNMENT HEALTH'S PROVIDER ACCESS SURVEY PROCESS

- Alignment Health has partnered with [Press Ganey](#) to conduct the Provider Access to Care Surveys for our contracted IPAs/Medical Groups and Providers.
- Surveys are conducted by over a 3-month period beginning in the 3rd quarter of the year.
- A re-survey is conducted for those providers who did not meet the set standards.
- Once the final re-survey is complete, Providers are given a compliance rating. All providers are expected to meet a minimum of 90% overall compliance rating..
- Results are shared with Alignment's Network Team who collaborate with the IPAs/Medical Groups and directly with Providers to develop improvement actions necessary to comply with the access to care standards.
- The Quality Management Team will begin to provide results to both the Alignment Network Team as well as the Provider/IPAs

TIMELY ACCESS TO CARE IS IMPORTANT

**IMPORTANCE
OF TIMELY
ACCESS TO
CARE**



**THERE ARE 2
PARTS TO THE
PROVIDER
ACCESS SURVEY**



Provider Appointment Availability Survey for Routine and Urgent Care

- Evaluates when the next appointment is available for a non-urgent/routine care and for an urgent/immediate care need



Provider After-Hours Availability Survey

- Evaluates appropriate emergency instructions for after hours care
- Availability to be reached within 30 minutes of a patient call for urgent after-hours issues

ACCESS TO CARE STANDARDS

APPOINTMENT AVAILABILITY

Provider Type	Appointment Type	Standard
Primary Care Providers	Routine PCP Visit	Within 10 Business Days of the request for an appointment
	Urgent Care PCP (no prior auth required)	Within 48 hours of the request for an appointment
	Urgent Care PCP requiring prior authorization	Within 96 hours of the request for an appointment
	Annual Wellness Exams	Within 30 Business Days of the request for an appointment
Specialist Providers	Routine PCP Visit	Within 15 Business Days of the request for an appointment
	Urgent Care PCP (no prior auth required)	Within 48 hours of the request for an appointment
	Urgent Care PCP requiring prior authorization	Within 96 hours of the request for an appointment
Behavioral Health Providers	Non-Urgent Mental Health Provider Visit	Within 10 Business Days of the request for an appointment
	Non-Physician Mental Health Provider (<i>counseling professional, substance abuse professional, etc.</i>)	Within 10 Business Days of the request for an appointment
	Urgent Care Visit	Within 48 hours of the request for an appointment
	Follow-up Visit Non-Physician	Within 10 Business Days from the prior appointment

ACCESS TO CARE STANDARDS

AFTER HOURS ACCESS AND DIRECTION

Emergent or Urgent Care	Standard Direction
Urgent Care	Call the Provider's Office 24 hours a day, 7 days a week
Emergency Care	Call 911 Or Go To The Nearest Emergency Room
Life Threatening Emergency Care	Call 911 Or Go To The Nearest Emergency Room
Behavioral Health Provider	Call 911 Or Go To The Nearest Emergency Room
Non-Life-Threatening Emergency Access to Behavioral Healthcare	Within 6 hours








This is a phone survey conducted **after** normal business hours.

Surveyors list for required elements from the live respondent or the answering service recording:

- Correct emergency instructions provided for a life-threatening emergency
- Process to reach a physician after hours
- Timeframe for response within 30 minutes

BEST PRACTICES

BEST PRACTICES FOR IMPROVING TIMELY ACCESS

-  Educate Staff on Access Standards and Policies on a Quarterly Basis and as Needed
-  Follow Timely Access Standards to Schedule Appointments
-  Open More Appointment Time Slots to Accommodate Patients
-  Allot Time for Walk-ins and Same Day Appointments
-  Offer Telephone or Video Appointments to Improve Accessibility
-  Ensure That Provider Panels are Open or Closed Appropriately
-  Secure Adequate Availability of Urgent Care Centers



NEXT STEPS

- Acknowledge receipt of results of the Provider Access to Care Study Results
- Educate Staff and Providers of the Access Standards
- Review Results of Access Survey to Identify Deficiencies Needing Corrective Actions
- Take Immediate Actions to Resolve Noncompliance
- Non-Compliant Providers are Expected to Participate in Re-surveys
- Update Policies to Include Access Standards and Distribute Updated Policies to All Impacted Staff and Providers
- Ensure Appointment Schedules Include Slots for Both Urgent Appointments and Routine Care Appointments
- Review Schedules in Advance to Ensure Access Standards are Being Followed
- Complete Attestation and Return to the Alignment Quality Management Department Within 30 Days of Receipt and Provide Supporting Documentation

QUESTIONS?

For questions Regarding the Provider Access Study Results or Training, please email the Alignment Quality Management Department at QI@ahcusa.com.

Please complete the Attestation on the next page.



PROVIDER APPOINTMENT AVAILABILITY AND ACCESS TO CARE RESULTS ATTESTATION

I, _____, have received and reviewed the Provider Appointment Availability and Access to Care Survey Results and Training material. I understand that Providers included in the survey did not meet one or more of the Access Standards for 2023. Furthermore, I have notified these Providers of their responsibilities of compliance related to timely access under the contractual obligations of Alignment Health as stated in the Provider Operations Manual and Alignment's Policies and Procedures. I have provided this training to all applicable Providers.

Confirmation of Training Completion

Training Completion Date: _____ Training was: Self Guided ____ Instructor Led ____

Provider/Group Name*: _____ NPI: _____

Include a full list of Providers with NPIs that completed the Training

Completed by: _____

Signature: _____ Title: _____ Date: _____

Telephone Number: _____ Email Address: _____

Please Return Completed Attestation to the Alignment Quality Management Department

Email to qi@ahcusa.com or send via fax 562-207-4617 within 30 days



Alignment Health™

THANK YOU!

