



# **Provider Network Companion Guide**

**MEDICAID MANAGED CARE**

**MANAGED CARE ORGANIZATIONS**

LOUISIANA MEDICAID PROGRAM

DEPARTMENT OF HEALTH

BUREAU OF HEALTH SERVICES FINANCING

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LDH will provide maintenance of all documentation changes to this Guide using the Change Control Table below.

<b>Change Control Table Author of Change</b>	<b>Section Changed</b>	<b>Description</b>	<b>Reason</b>	<b>Date</b>

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## Provider Network – Geographic and Capacity Standards

Type	Ratio (Provider: Member)	Rural Parishes		Urban Parishes		Notes
		miles <sup>2</sup>	minutes <sup>2</sup>	miles <sup>2</sup>	minutes <sup>2</sup>	
<b>Primary Care<sup>1</sup></b>						
<b>Adult PCP access (for members 21 and over)<sup>3</sup></b>						
Family/General Practice; Internal Medicine; FQHCs; RHCs; Physician Extenders: Nurse practitioners, certified nurse mid-wives, and physician assistants linked to a physician group who provide primary care services to adults.	Physicians: 1:2,500 adult members  Physician extenders: 1:1,000 adult members	30	60	10	20	PCP mileage and time network standards are applied across these provider types collectively.  Only include physicians that have agreed to accept full PCP requirements.
<b>Pediatric PCP access (for members under age 21)<sup>3</sup></b>						
Pediatrics; Family/General Practice; Internal Medicine; FQHCs; RHCs; Physician Extenders: Nurse practitioners, certified nurse mid-wives, and physician assistants linked to a physician group who provide primary care services to adults.	Physicians: 1:2,500 adult members  Physician extenders: 1:1,000 adult members	30	60	10	20	PCP mileage and time network standards are applied across these provider types collectively.  Only include physicians that have agreed to accept full PCP requirements.
<b>Hospitals</b>						
Acute Inpatient Hospitals		30	60	10	20	
<b>Ancillary</b>						
Laboratory		30	60	20	40	
Radiology		30	60	20	40	
Pharmacy		30	60	10	20	
Hemodialysis centers		30	60	10	20	

Type	Ratio (Provider: Member)	Rural Parishes		Urban Parishes		Notes
		miles <sup>2</sup>	minutes <sup>2</sup>	miles <sup>2</sup>	minutes <sup>2</sup>	
Dental - Pediatric <sup>3</sup>		30	60	10	20	
<b>Specialty Care</b>						
OB/GYN <sup>1</sup>		30	60	15	30	
Allergy/Immunology	1:100,000	Travel distance does not exceed 60 miles for at least 75% of members and 90 minutes for 100% of members		Travel distance does not exceed 60 miles for at least 75% of members and 90 miles for 100% of members		
Cardiology	1:20,000					
Dermatology	1:40,000					
Endocrinology and Metabolism	1:25,000					
Gastroenterology	1:30,000					
Hematology/Oncology	1:80,000					
Nephrology	1:50,000					
Neurology	1:35,000					
Ophthalmology	1:20,000					
Orthopedics	1:15,000					
Otorhinolaryngology/Otolaryngology	1:30,000					
Urology	1:30,000					
<b>Behavioral Health</b>						
<b>Psychiatrists</b>						
Psychiatrists		30	60	15	30	
<b>Behavioral Health Specialists (adult)</b>						
Advanced Practice Registered Nurse (Behavioral Health Specialty; Nurse Practitioner or Clinical Nurse Specialist); or		30	60	15	30	Behavioral Health specialist network adequacy standards are applied across these provider types collectively as compared to residences of adult members
Medical or Licensed Psychologist; or						
Licensed Clinical Social Worker						

Type	Ratio (Provider: Member)	Rural Parishes		Urban Parishes		Notes
		miles <sup>2</sup>	minutes <sup>2</sup>	miles <sup>2</sup>	minutes <sup>2</sup>	
<b>Behavioral Health Specialists (pediatric)</b>						
Advanced Practice Registered Nurse (Behavioral Health Specialty; Nurse Practitioner or Clinical Nurse Specialist); or		30	60	15	30	Behavioral Health specialist network adequacy standards are applied across these provider types collectively as compared to residences of pediatric members
Medical or Licensed Psychologist; or						
Licensed Clinical Social Worker						
<b>Psychiatric Residential Treatment Facilities (PRTFs) (pediatric)</b>						
Psychiatric Residential Treatment Facility		Travel distance to a PRTF shall not exceed 200 miles or 3.5 hours from the member's residence				PRTF network standards are applied across these provider types collectively as compared to residences of all pediatric members.
Psychiatric Residential Treatment Facility Addiction (ASAM Level 3.7)						
Psychiatric Residential Treatment Facility Other Specialization						
<b>Substance Use Residential Treatment Facilities - Adult Population</b>						
ASAM Levels 3.3/ 3.5		30	60	30	60	
ASAM Level 3.7		60	90	60	90	
ASAM Level 3.7-WM		60	90	60	90	
<b>Substance Use Residential Treatment Facilities - Adolescent Population</b>						
ASAM Level 3.5		60	90	60	90	
<b>Psychiatric Inpatient Hospital Services</b>						
Hospital, Free Standing Psychiatric Unit		90	90	90	90	Psych inpatient network standards are applied across these provider types collectively as compared to residences for all members.
Hospital, Distinct Part Psychiatric Unit						
<sup>1</sup> For purposes of assessing network adequacy for OB/GYN specialty services, access standards are established based on female members age 21 and over. The MCO shall not include OB/GYN providers in its assessment of network adequacy for primary care.						

Type	Ratio (Provider: Member)	Rural Parishes		Urban Parishes		Notes
		miles <sup>2</sup>	minutes <sup>2</sup>	miles <sup>2</sup>	minutes <sup>2</sup>	
<sup>2</sup> Unless otherwise specified in this Appendix, MCO must demonstrate that 100% of applicable members (adult or pediatric) have access to network providers for the type of service specified within the identified miles or minutes standard from the member's residence.						
<sup>3</sup> For purposes of reporting network adequacy for both physical and behavioral health services, adult is defined as members age 21 and over, pediatric is defined as members under age 21.						

## Provider Network – Appointment Availability Standards

Provider/Facility Type	Standard	Monitoring
<b>Emergencies and Urgent Care</b>		
Emergency Care	24 hours, 7 days/week within 1 hour of request	CAHPS Survey, Complaint Analysis
Urgent Non-emergency Care	24 hours, 7 days/week within 24 hours of request	
<b>Primary Care</b>		
Non-Urgent Sick	72 hours	CAHPS Survey, Complaint Analysis
Non-Urgent Routine	6 weeks	
After Hours, by phone	Answer by live person or call-back from a designated medical practitioner within 30 minutes	Survey, Complaint Analysis
<b>Prenatal Visits</b>		
1st Trimester	14 days	CAHPS Survey, Complaint Analysis
2nd Trimester	7 days	
3rd Trimester	3 days	
High risk pregnancy, any trimester	3 days	
<b>Specialty Care</b>		
Specialist Appointment	1 month	Complaint Analysis, Mystery Shopper, EQRO Survey
<b>Waiting Room Time</b>		
Scheduled Appointments	<45 minutes	Complaint Analysis
<b>Accepting New Patients</b>		
The practitioner office is open to new patients	Provider is listed in directory and/or registry file as open	EQRO Survey, Mystery Shopper, Complaint Analysis
<b>Specialized Behavioral Health Providers</b>		
Non-Urgent Routine	14 days	Mystery Shopper, Complaint Analysis
Urgent Non-emergency Care	48 hours	
Psychiatric Inpatient Hospital (emergency involuntary)	4 hours	Complaint Analysis
Psychiatric Inpatient Hospital (involuntary)	24 hours	
Psychiatric Inpatient Hospital (voluntary)	24 hours	
ASAM Level 3.3, 3.5 & 3.7	10 business days	
Withdrawal Management	24 hours when medically necessary	
Psychiatric Residential Treatment Facility (PRTF)	20 calendar days	



## Network Providers by Specialty Type

Specialty	Louisiana Medicaid Provider Specialty	NPPES Taxonomy Code
<b>Primary Care Providers</b>		
Family Practice	8	207Q00000X
FQHCs	42	261QF0400X
General Practice	1	208D00000X
Internal Medicine PCPs	41	207R00000X
Nurse Practitioners	79	363L00000X
OB/GYN PCPs	16	207V00000X
Pediatrics	37	208000000X
Rural Health Clinics	94	261QR1300X
<b>Ancillary Services</b>		
Ambulance Service Supplier	59	341600000X
Dialysis Centers	n/a	261QE0700X
Durable Medical Equipment	n/a	332B00000X
Home Health	n/a	251E00000X
Infusion Therapy	n/a	261QE0700X
NEMT - Non-profit	45	343900000X
NEMT – Profit	46	343900000X
Urgent Care Clinics	7N	261QU0200X
<b>Hospitals</b>		
Hospitals - General Acute Care	86	282N00000X
Hospitals - Children's	86	282NC2000X
Hospital - Rehabilitation	86	283X00000X
<b>Pharmacies</b>		
Pharmacies	n/a	333600000X
<b>Specialty</b>		
Adolescent Medicine	1A	2080A0000X
Allergy	3	207K00000X
Anesthesiology	5	207L00000X
Audiologist	64	231H00000X
Cardiac Electrophysiology	2A	207RC0001X
Cardiovascular Disease	6	207RC0000X
Cardiovascular Disease	2B	207RC0000X
Chiropractor	35	111N00000X
Clinic or Other Group Practice	70	261QM1300X
Critical Care Medicine	2C	207RC0200X
Critical Care Medicine	3A	207RC0200X
Dermatology	7	207N00000X
Diagnostic Laboratory	72	293D00000X
Emergency Medicine	1T	207P00000X
Endocrinology & Metabolism	2E	207RE0101X
Family Practice	8	207Q00000X
Gastroenterology	10	207RG0100X
Gastroenterology	2F	207RG0100X

Specialty	Louisiana Medicaid Provider Specialty	NPPES Taxonomy Code
General Practice	1	208D00000X
General Surgery	2	208600000X
Geriatric Medicine	2G	207RG0300X
Geriatrics	38	207RG0300X
Gynecologic oncology	3B	207VX0201X
Hand Surgery	40	2086S0105X
Hematology	2H	207RH0000X
Independent Laboratory	69	291U00000X
Indiv Certified Prosthetist - Ortho	57	225000000X
Infectious Disease	2I	207RI0200X
Internal Medicine	41	207R00000X
Licensed Clinical Social Worker	73	1041C0700X
Maternal & Fetal Medicine	3C	207VM0101X
Med Supply / Certified Orthotist	51	222Z00000X
Med Supply / Certified Prosthetist	52	224P00000X
Medical Oncology	2J	207RX0202X
Neonatal Perinatal Medicine	1C	2080N0001X
Nephrology	39	207RN0300X
Nephrology	2K	207RN0300X
Neurological Surgery	14	207T00000X
Neurology	13	2084N0400X
Nuclear Medicine	2Q	207UN0903X
Nurse Practitioner	79	363L00000X
OB/GYN	16	207V00000X
Occupational Therapy	74	225X00000X
Ophthalmology	18	207W00000X
Optician / Optometrist	88	156FX1800X
Orthodontist	19	1223X0400X
Orthopedic Surgery	20	207X00000X
Otology, Laryngology, Rhinology	4	207W00000X
Pathology	22	207ZP0102X
Pediatric Cardiology	1D	2080P0202X
Pediatric Critical Care Medicine	1E	2080P0203X
Pediatric Day Health Care	1Z	261QM3000X
Pediatric Emergency Medicine	1F	2080P0204X
Pediatric Endocrinology	1G	2080P0205X
Pediatric Gastroenterology	1H	2080P0206X
Pediatric Hematology - Oncology	1I	2080P0207X
Pediatric Infectious Disease	1J	2080P0208X
Pediatric Nephrology	1K	2080P0210X
Pediatric Pulmonology	1L	2080P0214X
Pediatric Rheumatology	1M	2080P0216X
Pediatric Sports Medicine	1N	2080S0010X
Pediatric Surgery	1P	2086S0120X
Pediatrics	37	208000000X
Physical Medicine Rehabilitation	25	208100000X

Specialty	Louisiana Medicaid Provider Specialty	NPPES Taxonomy Code
Physician Assistant	2R	363A00000X
Plastic Surgery	24	208200000X
Podiatric Surgery	48	213ES0131X
Proctology	28	208C00000X
Psychiatry	26	2084P0800X
Pulmonary Disease	2L	207RP1001X
Pulmonary Diseases	29	207RP1001X
Radiology	30	2085R0202X
Rheumatology	2M	207RR0500X
Rural Health Clinic	94	261QR1300X
Speech Therapy	71	235Z00000X
Surgery - Critical Care	2N	2086S0102X
Surgery - General Vascular	2P	2086S0129X
Thoracic Surgery	33	208G00000X
Urology	34	208800000X
<b>Specialized Behavioral Health</b>		
APRN – Clinical Nurse Specialist	26	364SP0808X
APRN – Nurse Practitioner	26	364SP0808X
Assertive Community Treatment	8E	261QM0850X
Behavioral Health Rehab Agency	8E	251S00000X
Center Based Respite	8E	385HR2055X
Crisis Receiving Center	8E	261QM0801X
Distinct Part Psychiatric Unit	86	273R00000X
Doctor of Osteopathic Medicine, Psychiatry	26	2084P0800X
Doctor of Osteopathic Medicine, Neurology	27	2084N0400X
Doctor of Osteopathic Medicine, Addiction Medicine	2W	2084A0401X
Federally Qualified Health Center	42	261QF0400X
Freestanding Psychiatric Hospital	86	283Q00000X
Licensed Addiction Counselor	8E	101YA0400X
Licensed Clinical Social Worker	73	1041C0700X
Licensed Marriage Family Therapist	8E	106H00000X
Licensed Professional Counselor	8E	101YP2500X
Medical Psychologist	6G	103TP0016X
Mental Health Clinic (LGEs)	70	261QM0801X
Mental Health Rehab Agency (Legacy)	78	251S00000X
Multi-Systemic Therapy Agency	5M	261QM0855X
Physician Assistant	26	364SP0808X
Psychiatric Residential Treatment Facility	9B	323P00000X
Psychiatric Residential Treatment Facility – Addiction Specialty	8U	323P00000X
Psychiatric Residential Treatment Facility – Other Specialty	8R	323P00000X
Psychiatrist	26	2084P0800X
Psychiatrist - Addictionologist	2W	2084P0802X
Psychologist – Clinical	6A	103TC0700X
Psychologist – Counseling	6B	103TC1900X
Psychologist – Developmental	6D	103TM1800X
Psychologist – Non-Declared	6E	103T00000X

<b>Specialty</b>	<b>Louisiana Medicaid Provider Specialty</b>	<b>NPPES Taxonomy Code</b>
Psychologist – Other	6F	103T00000X
Psychologist – School	6C	103TS0200X
Rural Health Clinic (Independent)	94	261QR1300X
Rural Health Clinic (Provider Based)	94	261QR1300X
School Based Health Center	70	261QH0100X
Substance Abuse & Alcohol Abuse Center (Outpatient)	70	261QR0800X
Substance Use Residential Treatment Facility	8U	324500000X
Therapeutic Foster Care Agency	9F	253J00000X
Therapeutic Group Home	5X	320800000X