

DEPARTMENT: Provider Network	DOCUMENT NAME: Provider Appointment Accessibility Standards
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APPROVED DATE: 9/11	RETIRED:
EFFECTIVE DATE: 1/12, 12/15	REVIEWED/REVISED: 8/13; 5/14; 11/14, 9/15, 11/16, 2/17, 10/17, 10/18, 5/19, 4/20
PRODUCT TYPE: Medicaid	REFERENCE NUMBER: LA.PRVR.04

SCOPE:

This policy and procedure applies to Louisiana Healthcare Connections (LHCC) Provider Network department.

PURPOSE:

To define the Accessibility Standards applicable to Louisiana Healthcare Connections Contracted Providers and to describe the methods used by the health plan to monitor that accessibility standards are maintained and to describe the corrective actions taken if they are not met by Contracted Providers. Louisiana Healthcare Connections’ providers shall ensure physical access, reasonable accommodations, culturally competent communication, and accessible equipment for Medicaid members with physical or mental disabilities.

POLICY:

The following appointment availability standards have been established as minimum requirements to ensure that members’ needs are sufficiently met. All services covered under this contract shall be accessible to Louisiana Healthcare Connections members in comparable timeliness, amount, duration and scope as those available to other insured individuals in the same services area. Louisiana Healthcare Connections will ensure that appointments with qualified providers are conducted on a timely basis as follows:

- Emergent or emergency visits immediately upon presentation at the service delivery site. Emergent, crisis or emergency behavioral health services must be available at all times, and an appointment shall be arranged within one (1) hour of request.
- Urgent Care within twenty-four (24) hours. Provisions must be available for obtaining urgent care, 24 hours per day, 7 days per week. Urgent care may be provided directly by the PCP or directed by the MCO through other arrangements. An appointment shall be arranged within forty-eight (48) hours of request.
- Non-urgent sick care within 72 hours or sooner if medical condition(s) deteriorates into an urgent or emergency condition.
- Routine, non-urgent or preventive care visits within ~~six (6) weeks~~ **30 days**. For behavioral healthcare, routine, non-urgent appointments shall be arranged within ten (10) business days/fourteen (14) calendar days of referral.
- Specialty care consultation within one (1) month of referral or as clinically indicated.
- Lab and X-ray services (usual and customary) not to exceed three (3) weeks for regular appointments and 48 hours for urgent care or as clinically indicated.

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- Maternity Care: Initial appointment for prenatal visits for newly enrolled pregnant women shall meet the following timetables from the postmarked date that Louisiana Healthcare Connections mails the member's welcome packet for members whose basis of eligibility at the time of enrollment in the health plan is pregnancy. The timeframes below apply for existing members or new members whose basis of eligibility is something other than pregnancy from the date Louisiana Healthcare Connections or a subcontracted provider becomes aware of the pregnancy: within their first trimester within 14 days; within the second trimester within seven days; within their third trimester within three days; high risk pregnancies within three days of identification of high risk by Louisiana Healthcare Connections or maternity care provider, or immediately if an emergency exists.
- Follow-up to ED visits in accordance with ED attending provider discharge instructions. **Follow-up behavioral healthcare within 30 days for prescribers and within 20 days for non-prescribers.**
- In-office waiting time for scheduled appointments should not routinely exceed 45 minutes, including time in the waiting room and examining room. If a provider is delayed, patients shall be notified immediately. If the wait is anticipated to be more than 90 minutes, the patient shall be offered a new appointment. Walk-in patients with non-urgent needs should be seen if possible or scheduled for an appointment consistent with written scheduling procedures. Direct contact with a qualified clinical staff person must be available through a toll-free telephone number at all times.

Type of Appointment	Scheduling Time Frame
Emergent or Emergency Visit	Immediately
PCPs - Urgent Care	Within twenty four (24) hours
PCPs - Non -Urgent Sick Care	Within seventy two (72) hours or sooner if medical condition deteriorates into an urgent or emergent condition
PCPs - Routine, Non-Urgent or Preventive Care	Within six (6) weeks 30 days
Specialty Care Consultation	Within one (1) month of referral or as clinically indicated
Lab and X-ray Services (Usual and Customary)	Not to exceed three (3) weeks for regular appointments and forty eight (48) hours for urgent care or as clinically indicated
Follow Up To ED Visits	In accordance with ED attending provider discharge instructions

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In-office waiting time for scheduled appointments	Not to exceed forty-five (45) minutes-If a provider is delayed patients shall be notified immediately. If the wait is anticipated to be more than 90 minutes, the patient shall be offered a new appointment
Walk-In, Non-Urgent Care	Should be seen if possible or scheduled for an appointment consistent with written scheduling procedures
Direct Contact	Direct contact with a qualified clinical staff person must be available through a toll-free telephone number at all times
Maternity Care*	
Initial prenatal visits for newly enrolled pregnant women within First Trimester	Within fourteen (14) Days from the postmark date of the member's welcome packet
Initial prenatal visits for newly enrolled pregnant women within Second Trimester	Within seven (7) days
Initial prenatal visits for newly enrolled pregnant women within Third Trimester	Within three (3) days
High Risk Pregnancies	Within three (3) days of identification of high risk by LHCC or by the maternity care provider or immediately if an emergency exists
Behavioral Health Services	
Emergent, crisis or emergency behavioral health services	At all times and appointment should be arranged within 1 hour of request
Urgent behavioral healthcare	24 hours per day, 7 days per week and appointment shall be arranged within 48 hours of the request
Behavioral healthcare, routine, non-urgent	Within 10 business days/ 14 calendar days of referral
<u>Behavioral healthcare, follow-up of routine care</u>	<u>Within 30 days for prescribers and within 20 days for non-prescribers</u>

- At the request of the member, Louisiana Healthcare Connections shall provide for a second opinion from a network provider, or arrange for the member to obtain one outside the network, at no cost to the member.

PROCEDURE:

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LHCC will assess its Appointment Accessibility Standards by conducting the following:

- Provider Network staff will review appointment accessibility standards during field visits and document the results in the Provider Visit Record located in SharePoint.
- Random Calls from LHCC staff are made to verify the appointment availability standards as outlined in this policy.

The results of the random calls described above will be tracked by the Provider Network Department to identify providers who may need education and/or corrective action plans (CAP) to bring them into compliance with the health plan's appointment accessibility standards. Refer to Policy, LA.QI.05: Evaluation of the Accessibility of Service.

REFERENCES: Current RFP section 7.2.1 – 7.2.1.12

ATTACHMENTS: N/A

DEFINITIONS:

REVISION LOG

REVISION	DATE
Under the procedure heading added statement: assess appointment accessibility standards during field visits and document the results on the provider visit record form and CRM.	8/23/2013
Under the procedure heading removed statement: regarding appointment availability during routine visits by asking specific questions and submitting findings to LHC for review.	8/23/2013
Under the procedure heading added statement: field visit assessment and phantom calls	8/23/2013
Under the procedure heading deleted statement: surveys and the calls	8/23/2013
Under the procedure heading added field visit assessment and phantom	8/23/2013
Under the procedure heading deleted statement: survey	8/23/2013
Changed "phantom call" to "random call".	5/2014
Changed acronym from LHC to LHCC	9/15

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Added follow up visit under type of appointment and the scheduling time frame	9/15
Added office waiting time for scheduled appointments under type of appointment and the scheduling time frame	9/15
Added statement: Direct contact with a qualified clinical staff person must be available through a toll-free telephone number at all times	9/15
Removed on provider visit record under procedure and replaced it with Customer Relationship Management and Louisiana Healthcare Connections SharePoint	9/15
Inserted verbiage from the RFP Section 7.2. Also, formatted the chart title, changed LHC to LHCC, deleted Family Planning Services, and changed ER to ED.	11/16
Updated BH standard for Behavioral Health routine non urgent care to 10 business days	2/17
Changed for behavioral healthcare, routine, non-urgent appointments shall be arranged within ten (10) days of referral, instead of 14 days. Changed Provider Relations to Provider Network Added Reference to Policy, LA.QI.05: Evaluation of the Accessibility of Service.	10/17
Updated language to match RFP 7.2.1	10/18
Added language to match RFP 7.1.3, 7.1.7, 7.1.8, 7.2.1.2, 7.2.1.4, and 7.2.1.7	5/19
No revisions	4/20
Updated to meet the 2020 NCQA standards	8/20

POLICY AND PROCEDURE APPROVAL

The electronic approval retained in Archer GRC, [Centene's P&P management software](#),
Is considered equivalent to an actual signature on paper.

Director of Provider Relations: _____ Approval on file _____

Vice President Network Development: _____ Approval on file _____