

## Attachment F: Provider Network Standards

At a minimum, the Contractor's Provider Network must meet Contract Network Adequacy standards, including the ratio, distance, and timeliness of care standards in this Attachment.

### Physical Health Access and Distance Standards

| Type <sup>1</sup>   | Network Ratio <sup>2</sup><br>(Provider: Member) | Rural Parishes <sup>3</sup><br>(miles) | Urban Parishes <sup>3</sup><br>(miles) |
|---|--|--|--|
| <b>Primary Care<sup>4</sup></b>   |  |  |  |
| Adult <sup>5</sup> PCP (Family/General Practice; Internal Medicine; FQHC; RHC) <sup>6</sup>                 | 1:1,000  | 30                                     | 10                                     |
| Pediatric <sup>5</sup> PCP (Pediatrics; Family/General Practice; Internal Medicine; FQHC; RHC) <sup>6</sup> | 1:1,000  | 30                                     | 10                                     |
| <b>Hospitals</b>  |  |  |  |
| Acute Inpatient Hospitals   |  | 30                                     | 10                                     |
| <b>Ancillary</b>  |  |  |  |
| Laboratory  |  | 30                                     | 20                                     |
| Radiology   |  | 30                                     | 20                                     |
| Pharmacy  |  | 30                                     | 10                                     |
| Hemodialysis centers  |  | 30                                     | 10                                     |
| <b>Specialty Care</b>   |  |  |  |
| OB/GYN <sup>4</sup>   | 1:10,000   | 30                                     | 15                                     |
| Allergy/Immunology  | 1:100,000  | 60                                     | 60                                     |
| Cardiology  | 1:20,000   | 60                                     | 60                                     |
| Dermatology   | 1:40,000   | 60                                     | 60                                     |
| Endocrinology and Metabolism <sup>7</sup>   | 1:25,000   | 60                                     | 60                                     |
| Gastroenterology  | 1:30,000   | 60                                     | 60                                     |
| Hematology/Oncology   | 1:80,000   | 60                                     | 60                                     |
| Nephrology  | 1:50,000   | 60                                     | 60                                     |
| Neurology <sup>7</sup>  | 1:35,000   | 60                                     | 60                                     |
| Ophthalmology   | 1:20,000   | 60                                     | 60                                     |
| Orthopedics <sup>7</sup>  | 1:15,000   | 60                                     | 60                                     |
| Otorhinolaryngology/<br>Otolaryngology  | 1:30,000   | 60                                     | 60                                     |
| Urology   | 1:30,000   | 60                                     | 60                                     |

## Behavioral Health Access and Distance Standards

| Type <sup>1</sup>  | Rural Parishes <sup>3</sup><br>(miles) | Urban Parishes <sup>3</sup><br>(miles) |
|--|--|--|
| Psychiatrists  | 30                                     | 15                                     |
| <b>Licensed Mental Health Specialists<sup>7</sup></b>  |  |  |
| Advanced Practice Registered Nurse (Nurse Practitioners and Clinical Nurse Specialists with a behavioral health specialty) | 30                                     | 15                                     |
| Medical or Licensed Psychologist   | 30                                     | 15                                     |
| Licensed Clinical Social Worker  | 30                                     | 15                                     |
| <b>Psychiatric Residential Treatment Facilities (PRTFs) (pediatric<sup>5</sup>)</b>  |  |  |
| Psychiatric Residential Treatment Facility   | 200                                    | 200                                    |
| Psychiatric Residential Treatment Facility Addiction (ASAM Level 3.7)  | 200                                    | 200                                    |
| Psychiatric Residential Treatment Facility Other Specialization  | 200                                    | 200                                    |
| <b>Substance Abuse and Alcohol Abuse Center - Outpatient</b>   |  |  |
| ASAM Level 1   | 30                                     | 15                                     |
| ASAM Level 2.1   | 30                                     | 15                                     |
| ASAM Level 2WM   | 60                                     | 60                                     |
| <b>Substance Use Residential Treatment Facilities (adult<sup>5</sup>)</b>  |  |  |
| ASAM Levels 3.1/3.3/ 3.5   | 30                                     | 30                                     |
| ASAM Levels 3.2 –Withdrawal Management   | 60                                     | 60                                     |
| ASAM Level 3.7   | 60                                     | 60                                     |
| ASAM Level 3.7-Withdrawal Management   | 60                                     | 60                                     |
| <b>Substance Use Residential Treatment Facilities (pediatric<sup>5</sup>)</b>  |  |  |
| ASAM Level 3.1/3.5/3.2 Withdrawal Management   | 60                                     | 60                                     |
| <b>Psychiatric Inpatient Hospital Services</b>   |  |  |
| Hospital, Free Standing Psychiatric Unit   | 75                                     | 60                                     |
| Hospital, Distinct Part Psychiatric Unit   | 75                                     | 60                                     |
| <b>Behavioral Health Rehabilitation Services</b>   |  |  |
| Mental Health Rehabilitation Agency (Legacy MHR)   | 30                                     | 15                                     |
| Behavioral Health Rehab Provider Agency (Non-Legacy MHR)   | 30                                     | 15                                     |

## Linkage Ratio Standards

| Type  | Linkage Ratio <sup>8</sup><br>(Provider: Enrollee) |
|---|--|
| Adult PCP (Family/General Practice; Internal Medicine; FQHC; RHC)                 | 1:2,500  |
| Adult Physician Extenders <sup>6</sup>  | 1:1,000  |
| Pediatric PCP (Pediatrics; Family/General Practice; Internal Medicine; FQHC; RHC) | 1:2,500  |
| Pediatric Physician Extenders <sup>6</sup>  | 1:1,000  |

## Access and Timeliness Standards

| Type of Visit/Admission/Appointment                    | Access/Timeliness Standard  |
|--|---|
| Emergency care   | 24 hours, 7 days/week within 1 hour of request  |
| Urgent non-emergency care                              | 24 hours, 7 days/week within 24 hours of request,   |
| Non-urgent sick primary care                           | 72 hours  |
| Non-urgent routine primary care                        | 6 weeks   |
| After hours, by phone                                  | Answer by live person or call-back from a designated medical practitioner within 30 minutes |
| Ob/Gyn care for pregnant women                         |   |
| 1st Trimester  | 14 days   |
| 2nd Trimester  | 7 days  |
| 3rd Trimester  | 3 days  |
| High risk pregnancy, any trimester                     | 3 days  |
| Family planning appointments                           | 1 week  |
| Specialist appointments                                | 1 month   |
| Scheduled appointments                                 | Less than a 45 minute wait in office  |
| Non-urgent routine behavioral health care              | 14 days   |
| Urgent non-emergency behavioral health care            | 24 hours  |
| Psychiatric inpatient hospital (emergency involuntary) | 4 hours   |
| Psychiatric inpatient hospital (involuntary)           | 24 hours  |
| Psychiatric inpatient hospital (voluntary)             | 24 hours  |
| ASAM Level 3.3, 3.5 & 3.7                              | 10 business days  |
| Residential withdrawal management                      | 24 hours when medically necessary   |
| Psychiatric Residential Treatment Facility (PRTF)      | 20 calendar days  |

Notes:

- <sup>1</sup> For the purposes of assessing Network Adequacy, the MCO shall consider only those Providers who are actively providing services to enrollees, which shall be defined as (1) physical health providers who have submitted at least twenty-five (25) claims in an office setting within the prior six (6) calendar months; (2) behavioral health providers who have submitted at least twenty-five (25) claims within the prior six (6) calendar months; or (3) any providers who were credentialed within the prior six (6) calendar months,, regardless of claim submissions.
- <sup>2</sup> The network ratio is a calculation of the MCO's Network Providers relative to the MCO's members.
- <sup>3</sup> Unless otherwise specified in this Attachment, the Contractor must demonstrate that one hundred percent (100%) of applicable members (adult or pediatric) have access to Network Providers for the type of service specified within the identified distance standard from the Enrollee's residence, based on a driving route versus a straight line calculation.
- <sup>4</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 Contractor shall not include OB/GYN providers in its assessment of Network Adequacy for Primary Care Services.
- <sup>5</sup> For purposes of reporting Network Adequacy for both physical and behavioral health services, adult is defined as an Enrollee age 21 and over and pediatric is defined as an enrollee under age 21.
- <sup>6</sup> In order to be included in the calculation, the Provider must work as a PCP at least 24 hours per week. The MCO may use physician extenders to meet PCP network ratios and distance standards. Physician extenders include nurse practitioners and physician assistants linked to a physician group who provide Primary Care Services. For calculation of the network ratio, each physician extender is counted with a factor of 0.5 while physician PCPs are counted with a factor of 1.0.
- <sup>7</sup> For these specialties, the travel distance standards shall be applied separately to the Contractor's adult and pediatric member populations and to specialists serving the applicable age group(s).
- <sup>8</sup> The linkage ratio is a calculation of the MCO's network provider to his/her patients who are Louisiana Medicaid managed care enrollees, regardless of MCO. The linkage ratios specified are applicable to providers who work as PCPs at least 24 hours per week.