

## Attachment D: Provider Network Standards

At a minimum, the Contractor’s provider network must meet Contract network adequacy standards, including the ratio, distance in miles and minutes, and timeliness of care standards in this Attachment.

### Access and Distance Standards

Type	Network Ratio <sup>1</sup> (Provider: Member)	Rural Parishes		Urban Parishes	
		miles <sup>2</sup>	minutes <sup>2</sup>	miles <sup>2</sup>	minutes <sup>2</sup>
<b>Physical Health</b>					
<b>Primary Care<sup>3</sup></b>					
Adult <sup>4</sup> PCP (Family/General Practice; Internal Medicine; FQHC; RHC) <sup>5</sup>	1:1,000	30	60	10	20
Pediatric <sup>4</sup> PCP (Pediatrics; Family/General Practice; Internal Medicine; FQHC; RHC) <sup>5</sup>	1:1,000	30	60	10	20
<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
<b>Specialty Care</b>					
OB/GYN <sup>3</sup>	1:10,000	30	60	15	30
Allergy/Immunology	1:100,000	Travel distance shall not exceed 60 miles for 100% of members			
Cardiology	1:20,000				
Dermatology	1:40,000				
Endocrinology and Metabolism <sup>6</sup>	1:25,000				
Gastroenterology	1:30,000				
Hematology/Oncology	1:80,000				
Nephrology	1:50,000				
Neurology <sup>6</sup>	1:35,000				
Ophthalmology	1:20,000				
Orthopedics <sup>6</sup>	1:15,000				
Otorhinolaryngology/ Otolaryngology	1:30,000				
Urology	1:30,000				

Type	Rural Parishes		Urban Parishes	
	miles <sup>2</sup>	minutes <sup>2</sup>	miles <sup>2</sup>	minutes <sup>2</sup>
<b>Behavioral Health</b>				
Psychiatrists	30	60	15	30
<b>Licensed Mental Health Specialists (adult)</b>				
Advanced Practice Registered Nurse (Nurse Practitioners and Clinical Nurse Specialists with a behavioral health specialty)	30	60	15	30
Medical or Licensed Psychologist				
Licensed Clinical Social Worker				
<b>Licensed Mental Health Specialists (pediatric)</b>				
Advanced Practice Registered Nurse (Nurse Practitioners and Clinical Nurse Specialists with a behavioral health specialty)	30	60	15	30
Medical or Licensed Psychologist				
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			
Psychiatric Residential Treatment Facility Addiction (ASAM Level 3.7)				
Psychiatric Residential Treatment Facility Other Specialization				
<b>Substance Use Residential Treatment Facilities (adult)</b>				
ASAM Levels 3.3/ 3.5	30	60	30	60
ASAM Level 3.7	60	90	60	90
ASAM Level 3.7-Withdrawal Management	60	90	60	90
<b>Substance Use Residential Treatment Facilities (pediatric)</b>				
ASAM Level 3.5	60	90	60	90
<b>Psychiatric Inpatient Hospital Services</b>				
Hospital, Free Standing Psychiatric Unit	75	75	60	60
Hospital, Distinct Part Psychiatric Unit				

Type	Linkage Ratio <sup>7</sup> (Provider: Enrollee)
Adult PCP (Family/General Practice; Internal Medicine; FQHC; RHC)	1:2,500
Adult Physician Extenders <sup>5</sup>	1:1,000
Pediatric PCP (Pediatrics; Family/General Practice; Internal Medicine; FQHC; RHC)	1:2,500
Pediatric Physician Extenders <sup>5</sup>	1:1,000

Notes:

- <sup>1</sup> The network ratio is a calculation of the MCO's network providers to the MCO's members.
- <sup>2</sup> Unless otherwise specified in this Attachment, the Contractor 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 enrollee's residence.
- <sup>3</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.
- <sup>4</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>5</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/time 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>6</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>7</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.

## 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
Withdrawal management	24 hours when medically necessary
Psychiatric Residential Treatment Facility (PRTF)	20 calendar days