

Pro Care Health Plan, Inc. (Pro Care)		Customer Services Division- Provider Services	
		Policy & Procedure	
Subject: Monitoring Performance Against Access and Availability Standards	Line of Business: <input checked="" type="checkbox"/> Medicaid		
Approval Date: 1/31/06	Document Number: PSD-01-120		
Effective Date: 2/1/06	Page: 1	Of	2
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Recent Revision: 08/20/2009			
Next Review Date: 08/20/2010			

I. GENERAL PURPOSE:

To ensure that health services are available and accessible to members and that they are able to obtain services within a reasonable period of time.

II. POLICY

It is the policy of Pro Care Health Plan, Inc. (Pro Care) to monitor and measure performance against accessibility and availability standards regarding access to care. It is also the policy of Pro Care to report the results to the Quality Improvement Committee (QIC).

III. PROCEDURE

1. The Provider Services Department is responsible for conducting member accessibility and availability surveys on an annual basis.
2. Survey results will be measured against available benchmarks (best practices).
3. The results from the member satisfaction survey will be reported to the Quality Improvement Committee.
4. Accessibility and availability monitoring standards will include:

All Plan providers are required by contract to ensure access to care 24 hours, 7 days a week and be available at least 20 hours per week, per locations, to provide medical services to Plan members. Pro Care Health Plan also provides member's access to care, (including urgent and emergent) 24 hour, 7 days a week through its toll free telephone number. The following monitors are in place to ensure compliance:

Review of the Credentialing Application prior to the applicant being presented to the Contract and Credentialing committee.

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- Daily review of member issues regarding accessibility/availability. These issues are received by the customer services staff when members contact the health plan or After-Hours Call Center. Accessibility/Availability issues are documented and forwarded to the Provider Services to investigation.
- Periodic scheduled/unscheduled office visits are conducted periodically by the Provider Services staff to ensure that this standard is being met.
- Secret Shopper Surveys include:
 - Primary Care Physicians
 - Specialty Providers
 - Urgent Care Centers
 - After-Hours Call Center
 - Pro Care Health Plan
 - Periodic Call System Monitoring, 9am-5pm
 - Periodic Call System Monitoring, After Hours

IV. MATERIALS

None

V. REPORTING/RECORDS

Quality Improvement Committee