



417 - APPOINTMENT AVAILABILITY MONITORING AND REPORTING

Original Date: 01/08/08

Effective Date: 10/01/12, 10/01/13

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Staff responsible for policy: DHCM Operations

I. Purpose

This policy applies to Acute Care, Arizona Long Term Care Elderly and Physically Disabled System (ALTCS/EPD), Children's Rehabilitation Services (CRS), Comprehensive Medical and Dental Program (CMDP) and Arizona Long Term Care System Division of Developmental Disabilities (DDD) Contractors. This policy establishes a common process for AHCCCS Contractors to monitor and report the appointment accessibility and availability to ensure compliance with AHCCCS standards as set forth in Section D, Appointment Availability of the contract.

II. Definitions

Established Patient

A Member who has received professional services from the physician or any other physician of the exact same specialty and subspecialty that belongs to the same group practice, within the past three years.

New Patient

A Member who has not received any professional services from the physician or another physician of the exact same specialty and subspecialty that belongs to the same group practice, within the past three years.

Wait time

The time a patient has to wait in the provider's office beyond their scheduled appointment time.

III. Policy

A. Monitoring of Appointment Standards

1. Provider Appointment Availability Review: Contractors are required on a quarterly basis to review the availability of Routine, Urgent and Emergent appointments for Primary Care, Specialist, Dental and Behavioral Health providers. Contractors must also review these standards for Maternity Care providers relating to the first, second, and third trimesters and high risk pregnancies.



- a. Contractors must review the amount of time members must wait to be seen during a scheduled appointment by contracted providers.
 - b. Contractors can utilize various methodologies to conduct this review including but not limited to: appointment schedule review, secret shopper phone calls, calls to providers identified on the 1800 report, review of member quality of care concerns, review of reports from specific providers, and credentialing etc. Contractors must conduct Provider Appointment Availability Reviews in sufficient quantity to ensure that results can be determined statistically significant.
2. Member Appointment Availability Review: Contractors must conduct Member Appointment Availability Reviews in sufficient quantity to ensure that results can be determined statistically significant regarding their experience with the availability of Primary Care, Specialist, Dental, Behavioral Health and Maternity Care appointments. This review must include the availability of Routine, Urgent and Emergent appointments as well as first, second, and third trimesters and high risk pregnancies.
- a. Contractors can utilize various methodologies to conduct this review including but not limited to: phone calls, monitoring of member complaints, etc.

B. Tracking and Reporting

1. Contractors must track provider compliance with appointment availability on a quarterly basis for both New and Established Patients by Provider Type.
2. AHCCCS will review Contractor monitoring and corrective action plans implemented as a result of provider non compliance with appointment standards, during the Operational and Financial Reviews.
3. Contractors will submit the Appointment Availability Report, found in sections C and D below, as a component of the Network Development and Management Plan. Contractors must also include an attestation of the validity of the methodologies utilized, including the statistical significance of the results, and a cover letter that summarizes the data; explains significant trending in either direction (positive or negative) and any interventions applied to areas of concern.

C. Instructions For Completing the Appointment Availability Provider Report:

PCP, Specialist, Dental and Behavioral Health providers

Section

Surveys: Enter the total number of provider surveys conducted for both New and Established patients for each provider type.



Pass: Enter total number of providers that were in compliance with the AHCCCS appointment standards.

Fail: Enter total number of providers that were not in compliance with the AHCCCS appointment standards.

Compliance Percentage: The percentage of providers that are compliant with the AHCCCS appointment standards.

Maternity Care providers

Section

Surveys: Enter the total number of provider surveys conducted with Maternity care providers related to compliance with the AHCCCS standards for initial prenatal care appointments.

Pass: Enter total number of providers that were in compliance with the AHCCCS appointment standards for maternity care.

Fail: Enter total number of providers that were not in compliance with the AHCCCS appointment standards for maternity care.

Compliance Percentage: The percentage of providers that are compliant with the AHCCCS appointment standards for maternity care.

Wait Times

Section

Surveys: Enter the total number of surveys conducted related to compliance with the AHCCCS wait time standards.

Pass: Enter total number of providers that were in compliance with the AHCCCS wait time standards.

Fail: Enter total number of providers that were not in compliance with the AHCCCS wait time standards.

Compliance Percentage: This column automatically calculates the percentage of providers that are compliant with the AHCCCS wait time standards.



**D. Instructions for Completing the Appointment Availability Member Report:
PCPs, Specialist, Dental and Behavioral Health providers**

Section

- Surveys: Enter the total number of member surveys conducted for both New and Established patients for each provider type.
- Pass: Enter total number of providers that were in compliance with the AHCCCS appointment standards.
- Fail: Enter total number of providers that were not in compliance with the AHCCCS appointment standards.
- Compliance Percentage: The percentage of providers that are compliant with the AHCCCS appointment standards.

Maternity Care providers

Section

- Surveys: Enter the total number of member surveys conducted with Maternity care providers related to compliance with the AHCCCS standards for initial prenatal care appointments.
- Pass: Enter total number of providers that were in compliance with the AHCCCS appointment standards for maternity care.
- Fail: Enter total number of providers that were not in compliance with the AHCCCS appointment standards for maternity care.
- Compliance Percentage: The percentage of providers that are compliant with the AHCCCS appointment standards for maternity care.

Wait Times

Section

- Surveys: Enter the total number of surveys conducted related to compliance with the AHCCCS wait time standards.
- Pass: Enter total number of providers that were in compliance with the AHCCCS wait time standards.



Fail: Enter total number of providers that were not in compliance with the AHCCCS wait time standards.

Compliance

Percentage: The percentage of providers that are compliant with the AHCCCS wait time standards.

IV. References

- Title 42, Code of Federal Regulations (42CFR) 438.206 (c)(1)(i) [Availability of Services]
- Title 42, Code of Federal Regulations (42CFR) 438.206 (c)(1)(iv), (v) and (vi) [Availability of Services]
- Acute Care contract, Section D
- ALTCS EPD contract, Section D
- ALTCS DDD contract, Section D
- CMDP contract, Section D
- CRS contract, Section D



Appointment Availability Provider Report: PCP, Specialist, and Dental		Routine				Urgent				Emergent			
		Surveys	Pass	Fail	Compliance Percentage	Surveys	Pass	Fail	Compliance Percentage	Surveys	Pass	Fail	Compliance Percentage
PCP	New												
	Established												
Specialist	New												
	Established												
Dental	New												
	Established												
Total									#D1				

Maternity Care	Request	Surveys	Pass	Fail	Compliance Percentage
1st trimester	14 days				
2nd trimester	7 days				
3rd trimester	3 days				
High risk pregnancy	3 days*				
Total					

*within 3 days of identification of high risk by the Contractor or maternity care provider, or immediately if an emergency exists

Wait Times	Surveys	Pass	Fail	Compliance Percentage
PCP				
Specialist				
Total				



Member Appointment Availability Report: PCP, Specialist, and Dental		Routine				Urgent				Emergent			
		Surveys	Pass	Fail	Compliance Percentage	Surveys	Pass	Fail	Compliance Percentage	Surveys	Pass	Fail	Compliance Percentage
PCP	New												
	Established												
Specialist	New												
	Established												
Dental	New												
	Established												
Total													

Maternity Care	Request	Surveys	Pass	Fail	Compliance Percentage
1st trimester	14 days				
2nd trimester	7 days				
3rd trimester	3 days				
High risk pregnancy	3 days*				
Total					

*within 3 days of identification of high risk by the Contractor or maternity care provider, or immediately if an emergency exists

Wait Times	Surveys	Pass	Fail	Compliance Percentage
PCP				
Specialist				
Total				



CRS Contractor

Appointment Availability Provider Report: Behavioral Health		Urgent				Emergent			
		Surveys	Pass	Fail	Compliance Percentage	Surveys	Pass	Fail	Compliance Percentage
BH	New								
	Established								
Total									

Maternity Care	Request	Surveys	Pass	Fail	Compliance Percentage
	1st trimester				
2nd trimester	7 days				
3rd trimester	3 days				
High risk pregnancy	3 days*				
Total					

*within 3 days of identification of high risk by the Contractor or maternity care provider, or immediately if an emergency exists

Wait Times	Surveys	Pass	Fail	Compliance Percentage
PCP				
Specialist				
Total				



CRS Contractor

Member Appointment Availability Report: Behavioral Health		Urgent				Emergent			
		Surveys	Pass	Fail	Compliance Percentage	Surveys	Pass	Fail	Compliance Percentage
Provider Type									
BH	New								
	Established								
Total									

Maternity Care	Request	Surveys	Pass	Fail	Compliance Percentage
1st trimester	14 days				
2nd trimester	7 days				
3rd trimester	3 days				
High risk pregnancy	3 days*				
Total					

*within 3 days of identification of high risk by the Contractor or maternity care provider, or immediately if an emergency exists

Wait Times	Surveys	Pass	Fail	Compliance Percentage
PCP				
Specialist				
Total				