



ICE 2009 ANNUAL **CONFERENCE**

*DMHC Timely Access to
Non-Emergency Health Care
Services Regulations*



ICE DMHC ACCESS REGULATIONS

Access Regulations Team Co-Leads

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ICE DMHC ACCESS REGULATIONS

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HISTORY OF *DMHC ACCESS REGULATIONS*



- AB 2179- Passed 2002
- Intent of the legislature
 - To ensure all enrollees have timely access to care.
 - Timely access is “essential to safe and appropriate care” and “lack of timely access may be indicative of other symptomatic problems”.
- Required DMHC to pass regulations for implementation of the state law.
- Dec 3, 2004- “joint proposal” CAHP, CAPG, CMA and CHA.
- Multiple stakeholder meetings, public hearings.
- 4 prior versions- 5th FINAL version.

REMEMBER

THE CHALLENGES?

(some still exist today)

- Existing Access requirements
- What are “time elapsed standards”?
- How does NCQA play into this?
- Applies to everyone- medical, vision, dental
- Physician/nursing shortages
- Patterns of non-compliance vs. specific instances
- How do you audit? Measurable, accurate, reporting

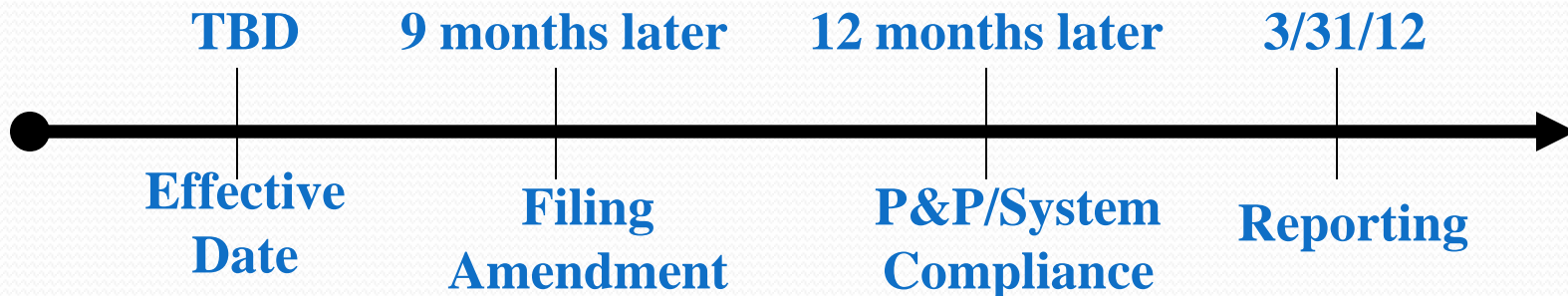


STATUS OF **DMHC ACCESS REGULATIONS**

Current 5th version is at the OAL (Office of Administrative Law) for approval with an anticipated decision on or before 12/18/09.

IMPLEMENTATION TIME LINE

- Reporting
 - 3/31/12 and every year after (Title 28 CCR, Section 1300.67.2.2 (g) 2)
- Filing Health Plan Amendment
 - 9 months after effective date of Title 28 CCR, Section 1300.67.2.2 (g) 1
- Compliance with P&Ps and necessary systems
 - within 12 months of implementation of the regs (Title 28 CCR, Section 1300.67.2.2 (g) 1 and Section 1367.03 (Health and Safety code))



HIGHLIGHTS



DMHC ACCESS REGULATIONS

- **Standards for Timely Access to Care**
 - Appointment Timeframes
- **Quality Assurance Processes**
 - Written Policies and Procedures
- **Enrollee Disclosures and Education**
 - Availability of triage or screening services
- **Alternative Timely Access Standards**
 - May file a request for DMHC approval
- **Filing, Implementation and Reporting Requirements**
 - See time line on previous slide

HIGHLIGHTS



DMHC ACCESS REGULATIONS Cont.

Contracts/Delegation

- **No amendment requirement under Regulation**
- **Needs will vary depending on Plan/Group relationship**
- **ICE to develop a delegation agreement template to be customized to meet business needs**
- **Material change in obligations tied to Provider Bill of Rights, i.e. negotiated, compensated**

TEAM FOCUS

- Ongoing project list to be vetted
 - ❖ DMHC Support
 - ❖ Quarterly Benchmarks
 - ❖ Audit Tools (pre-delegation and ongoing monitoring)
 - ❖ Provider Survey Consideration
 - ❖ Member Survey Consideration
 - ❖ Policy Template
 - ❖ Develop Definitions Tool
 - ❖ Develop FAQ Document

TEAM FOCUS Cont.

- Partner with Contracting/Compliance Team on contracting requirements
- Standardized Training

NEXT STEPS

- Continued collaboration/clarification with DMHC
- Determine timeline for implementation
- Prioritize team activities
- Create sub-teams



FOR MORE INFORMATION

- ICE WEBSITE
 - <http://www.iceforhealth.org/home.asp>
- DMHC WEBSITE
 - <http://wpso.dmhc.ca.gov/regulations/regs/?key=20>

QUESTIONS

