



2016 Annual Conference

# ICE DMHC Access Regulations Team 2016 Single-Vendor Survey Process



The ICE DMHC Access workgroup will discuss the following...

1. The evolution of the ICE DMHC Access Workgroup and Appointment Availability Survey
2. Survey Impact on Providers
3. Challenges and Lessons Learned
4. MY2016 Audit Methodology Work
5. Looking Ahead MY2017

## **ICE Presentation Outline**

In response to changing methodology, the ICE DMHC Access Workgroup continues to see an increase in number of participating plans, and an over 50% increase in the number of completed surveys.



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2013

- #Plans: 16
- #Surveys: 7,715 surveys
- DMHC request for additional data
- ICE sponsored single-vendor approach— 5 plans participated & 4,283 surveys completed

2014

- #Plans: 16
- #Surveys: 41,859
- DMHC Appointment Availability Methodology
- ICE sponsored single-vendor approach

2015

- #Plans: 26
- # Surveys: ~100,000
- DMHC Appointment Availability Methodology
- ICE sponsored single-vendor approach

2016

- #Plans: 31
- # Surveys: ~153,000
- DMHC Appointment Availability Methodology
- ICE sponsored single-vendor approach

## Workgroup Evolution



In MY2016 the ICE DMHC Access workgroup actively addressed some of the challenges faced in previous years and saw marked improvement in a number of key areas such as:

<b>MY2015 Challenges</b>	<b>MY2016 Improvements</b>
Timing for implementation	Developed a master calendar to manage deliverables and key milestones.
Team participation and leadership	ICE workgroup created subtask teams and participating plans took leadership roles to better manage the overall project.
Multiple surveys running concurrently	The subtask teams and the master calendar allowed the workgroup to develop all 3 surveys concurrently.

# Challenges



In MY2016 the ICE DMHC Access workgroup took measured steps to start preparing for a change in methodology by MY2018:

1. Created an ICE Audit Methodology subtask team
2. Participated in the DMHC Audit Methodology Workgroup
3. Completed a DMHC audit readiness assessment
4. Developed a partnership with CAHP and CAHP-G to conduct a provider readiness assessment in the near future.

The workgroup plans to continue to make this project a key focus area in MY2017.

## **MY2016 Audit Methodology**

## Looking ahead to the 2017 ICE DMHC Access workgroup and leadership...



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- Continue to improve processes to gain efficiencies to benefit all participating plans.
- Provide meaningful feedback on the survey and audit methodologies to the DMHC.
- Consistency among participating plans for provider network reporting
- Believe the current growth, participation, and relationship with the DMHC is best for the plans, providers, and consumers.

# Looking Ahead



ICE DMHC Access workgroup would like to thank the following people for their leadership:

Ana Barbacena  
John Baycer  
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Manjula Patel  
Valerie Ridge  
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Christina Wu

“Coming together is a beginning; keeping together is progress; working together is success.”—Henry Ford

Thank you