







Timely Access: A Report from the Field  2017 Annual Conference

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|  Jemmé Durrow, Blue Shield of CA •Lessons Learned from MY2016 PAAS Reporting |  Christina Wu, Scripps Health Plan •Lessons Learned from MY2016 PAAS Reporting |  Jacob Diekmann, Advent Advisory Group LLC •The DMHC Timely Access Reporting Validation |
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 2017 Annual Conference

Lessons Learned from MY2016 Provider Appointment Availability Survey Reporting
How Do We Do It Better as an Industry in MY2017?

HOW DID WE GET HERE?  2017 Annual Conference

In February 2017 the Department of Managed Healthcare (DMHC) issued an all plan letter to all Health Plans:

Key Requirements:

- Health plans no longer permitted to utilize Health Industry Collaboration Effort, Inc. ("ICE")
- Health plans required to utilize an external vendor to validate Timely Access data
- Standardized provider contact and raw data templates issued
- Health plans required to maintain the level of administrative capacity necessary to analyze, validate data and rectify errors

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Challenges



New PAAS
Templates



New
Validation &
Survey Vendor



Validation
Checklist



Portal Profile/
Submission

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KEY INSIGHTS & LESSONS LEARNED

- 2016 validation process high-lighted need for new vendor and additional plan review of data before submission.
- Eliminate mid survey/after survey changes to the methodology and survey reporting requirements
- Changes to the methodology every year impact Health Plans ability to implement the methodology timely and accurately.

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KEY INSIGHTS & LESSONS LEARNED

- All TAR templates need to be released earlier in the reporting year
- Consolidating all FAQ's and report instructions into the methodology will reduce questions to the Department and avoidable errors.
- DMHC Timely Access Work Groups held through-out the reporting period were helpful and allowed plans to both ask questions and provide feedback.

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KEY INSIGHTS & LESSONS LEARNED



- Portal access – Earlier in the process
- Continue to work with the DMHC to identify portal improvements
- Align due date of the overall TAR filing to reflect the amount of work required – TAR requirements have increased; without any change to the due date.
- New PAAS consultants offer innovation to methodology

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CONCLUSION & RESOURCES



ICE -DMHC Access Regulations Team Workgroup
www.iceforhealth.org

Meeting Frequency

Bi-Weekly on Mondays from 12:00 - 1:00 p.m., PT

Jemmé Durrow

Team Leader

Blue Shield of California
Senior Manager, Network Compliance
Jemme.Durrow@blueshieldca.com

Christina Wu

Team Leader

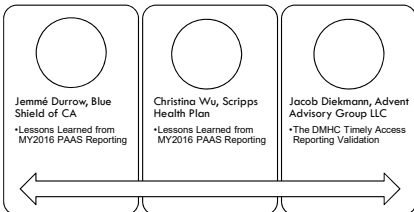
Scripps Health Plan
wu.christina@scrippshealth.org



"Alone we can do so little; together we can do so much."—
Helen Keller

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Timely Access: A Report from the Field



2017 Annual Conference

The DMHC Timely Access Regulations Reporting Validation

How Do We Do It Better as an Industry in MY2017?

What Did We Learn? An External Validator's Perspective

- Industry and Plans collaborated to comply with DMHC's validation requirement
 - Robust Validation Program was developed in a matter of weeks
 - Plans were engaged and cooperative
- The DMHC survey methodology is complex!
 - Some FAQs came out after surveys were completed
 - Too late!

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What Did We Learn? An External Validator's Perspective

- Reporting Templates left room for interpretation
- Many plans relied too heavily on survey vendors
 - Did not review data for accuracy before submitting to validator
 - "That's the way we received it from the vendor."
- The DMHC Submission Portal is not the validation tool
 - "The file was accepted by the portal."
 - If the portal was the validation tool, there would be no need for an external review

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**Preparing for MY 2017 Validation
An External Validator's Perspective**



- Ensure survey vendor understands reporting requirements
 - Meet regularly
 - Vendor Oversight
 - Share DMHC clarifications and FAQs
- Ensure all required provider types are surveyed and reported
 - Ensure sample sizes are met

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**Preparing for MY 2017 Validation
An External Validator's Perspective**



- Review templates prior to submission to validator
 - Ensure all required fields are populated
 - Ensure field values are consistent with template instructions
 - Analytical staff is key to success
 - Plans that had access to data analysts performed significantly better
- Communicate any known issues to validator early on
 - We are here to help!

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**Preparing for MY 2017 Validation
An External Validator's Perspective**



- Submit completed templates to validator as early as possible
 - Allows time for corrections to be made
 - Allows time to draft responses for any issues that are not able to be corrected
- Be responsive to validator's requests and questions
 - DMHC has indicated that timeline will not be extended

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