

	Policy Title: Timely Access to Care	
	Signature: Signature on file	Revised:
	Christine Barada, Director Community Services, Housing and Community Development	Reviewed: 01-16-07
	Signature Date: January 26, 2007	Signing by authority of Res. No. 2007-0038

References

42 CFR 438.206(c)(1)

Scope

SCRSN/PIHP and its contracted providers.

Policy

SCRSN/PIHP subcontracts shall require network providers to meet the standards for timely access and shall specify each standard. These standards are in place to ensure enrollees receive the right services at the right time.

SCRSN/PIHP shall have mechanisms for oversight of subcontractor compliance with standards for timely access.

Procedures/Mechanisms

SCRSN/PIHP will include in provider contracts the requirement that the subcontractor shall meet the standards for timely access and shall specify each standard as follows:

- Urgent: within 24 hours of the initial request for service
- Intake: within 10 days of the initial request for services for Medicaid enrollees.
- Authorization: within 14 days of the initial request for services

- Routine: within 14 days of authorization not to exceed 28 days from the initial request for services

SCRSN/PIHP will implement the following mechanisms for oversight of subcontractor compliance with standard for timely access to care.

- Providers are required to submit an Access to Care Report with each monthly bill submitted to SCRSN/PIHP. Providers will receive training annually and upon request on how to accurately complete this report.
- Once SCRSN/PIHP receives the report, a spreadsheet is created which shows individual provider compliance with access standards and overall network trends.
- Any provider who does not meet access standards will:
 - Develop a corrective action plan for coming into compliance with access standards, and
 - Receive additional training to ensure the form is completed correctly.

SCRSN/PIHP will review provider performance regarding access standards on a quarterly basis.