

ACC Network Adequacy Report

RAE Name: Rocky Mountain Health Plans Region # 1
 Period Covered January – March 2019 SFY 2019, Q3

Please indicate below any areas within the region where the network does not meet the choice of 2 providers within contracted time and distance standards.

1. Physical Health:

Physical Health Partner is someone who can bill for services or prescribe medications.

| ISSUES WITH OBGYN PROVIDERS | | | | | | | |
|-----------------------------|----------------------------------|---|--|--|---|---|--|
| ZIP, COUNTY, CITY | <i>Member s Impacted</i> | <i>Count of Providers within Access Range</i> | ACCESS STANDARD | <i>Percent with Drive Access</i> | <i>Percent without Drive Access</i> | <i>Percent with Time Access</i> | <i>Percent without Time Access</i> |
| 81121, Archuleta, Chromo | ■ | ■ | ████████████████████ ████████ | ██████ | ██████ | ██████ | ██████ |
| 81235, Hinsdale, Lake City | 31 | 0 | Rural - 2 Providers within 60 miles/60 minutes | 88.56% | 11.44% | 100.00% | 0.00% |
| 80536, Larimer, Livermore | ■ | ■ | ████████████████████ ████████ | ██████ | ██████ | ██████ | ██████ |
| 81610, Moffat, Dinosaur | 222 | 0 | Rural - 2 Providers within 60 miles/60 minutes | 0.00% | 100.00% | 1.80% | 98.20% |
| 81640, Moffat, Maybell | ■ | ■ | ████████████████████ ████████ | ██████ | ██████ | ██████ | ██████ |
| 81411, Montrose, Bedrock | 50 | 0 | Rural - 2 Providers within 60 miles/60 minutes | 9.09% | 90.91% | 100.00% | 0.00% |
| 81429, Montrose, Paradox | 38 | 0 | Rural - 2 Providers within 60 miles/60 minutes | 11.63% | 88.37% | 100.00% | 0.00% |
| 81648, Rio Blanco, Rangely | 556 | 0 | Rural - 2 Providers within 60 miles/60 minutes | 0.36% | 99.64% | 0.90% | 99.10% |



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| | | | | | | | |
|--------------------------|---|---|----------------------------------|--------|--------|--------|--------|
| 81650, Rio Blanco, Rifle | ■ | ■ | ████████████████████ ████████ | ██████ | ██████ | ██████ | ██████ |
|--------------------------|---|---|----------------------------------|--------|--------|--------|--------|

2. Behavioral Health

Licensed Behavioral Clinician means a provider who is clinical social worker licensed pursuant to CRS 12-43-404, marriage and family therapist licensed pursuant to CRS 12-43-504, professional counselor licensed pursuant to CRS 12-43-603, addiction counselor licensed pursuant to CRS 12-43-804, or psychologist (Psy.D/Ph.D) licensed pursuant to CRS 12-43-304.

Licensed Behavioral Health Practitioner means a provider who is advanced practice nurse licensed pursuant to CRS 12-38-111.5, physician/psychiatrist licensed pursuant to CRS 12-36-101, or physician assistant license pursuant to CRS 12-36-106.

| ISSUES WITH SUBSTANCE USE DISORDER PROVIDERS | | | | | | | |
|--|-------------------------|---|--|----------------------------------|-------------------------------------|---------------------------------|------------------------------------|
| ZIP, COUNTY, CITY | <i>Members Impacted</i> | <i>Count of Providers within Access Range</i> | ACCESS STANDARD | <i>Percent with Drive Access</i> | <i>Percent without Drive Access</i> | <i>Percent with Time Access</i> | <i>Percent without Time Access</i> |
| 81401, Montrose, Montrose | 6,527 | 0 | Rural - 2 Providers within 60 miles/60 minutes | 5.23% | 94.77% | 80.94% | 19.06% |
| 81402, Montrose, Montrose | 371 | 0 | Rural - 2 Providers within 60 miles/60 minutes | 0.00% | 100.00% | 100.00% | 0.00% |

2. Please describe:

- What actions have been taken to address network deficiencies,
- Whether any deficiencies were resolved during the past quarter and how, and

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- What ongoing actions the RAE is implementing to address unresolved network deficiencies while supporting client access and mitigating problems.

1. Physical Health:

Rocky Mountain Health Plans (RMHP) offers a robust, diverse network of physical and behavioral health providers for our RAE and RAE Prime (Prime) Members, especially considering the rural/frontier nature of RAE Region 1. The Prime region is limited to Garfield, Gunnison, Mesa, Montrose, Pitkin, and Rio Blanco counties. Prime providers are indicated with a “Y” in the “Par PRIME” column within the spreadsheet report.

For physical health, the only deficiencies identified are OB/GYN services in rural and frontier areas. These deficiencies are a reflection of the lack of OB/GYN providers available within the desired time and distance ranges. RMHP strives to address deficiencies by identifying other providers that might be available even across state lines. For Members residing in Rangely (Rio Blanco County) and Dinosaur (Moffat County) there are OB/GYN providers available in Vernal, UT, however those providers are not enrolled with Health First Colorado. When contacted they expressed a lack of interest in enrolling due to relatively small number of patients they would expect to gain in comparison to the effort involved. The patients in those counties typically access specialty services including OB/GYN in surrounding Colorado communities rather than traveling out of state. Similarly, for the other members living in rural or frontier areas that are deficient in OB/GYN services (and where no other providers are available) the expected pattern of care is to travel to larger communities such as Montrose, Durango, or Gunnison to access services.

All RMHP RAE and Prime members have access to telehealth services via a relationship we have with CareNow, a doc-on-demand telehealth platform. There are currently 12 doctors that are a part of the CareNow Provider Network. All are ER physicians. With CareNow, RMHP RAE, Prime, and CHP+ Members have access to a doctor from their computer or mobile device at no cost. Members can message, share images, or video chat to get answers to their health questions.

Members can use CareNow when they:

- Feel sick or in pain, but it’s not a life-threatening issue
- Have a minor injury

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- Have general medical questions or want peace of mind
- Are not sure where to get care

CareNow doctors are available from 9am-9pm MDT, seven days a week.

In addition to the CareNow foundational telehealth platform, RMHP is creating use cases to address specific member needs, which may also take place in specific locations. Examples include a school based telehealth program and a halfway house telehealth program. Another avenue RMHP is exploring is perinatal depression support for new and expectant moms, in collaboration with Nurse Family Partnership.

Regarding practitioner to member ratios, RMHP meets the standards in all areas except access to mid-level providers in Larimer County. This, however, is a bit misleading, as the measure only takes into account providers within the county the patients reside in, and does not account for providers located within time and distance standards in neighboring counties.

Regarding *performance meeting timeliness standards*: on an annual basis, RMHP surveys RAE and Prime members who have received primary care, specialty care or behavioral health services regarding their experience with timeliness of appointments.

In 2018, RMHP Quality Improvement and Provider Network Management staff conducted a thorough review of previous Patient Wait Time surveys and made significant adjustments in an effort to capture more meaningful and actionable data to guide intervention and improvement efforts. Surveys were sent via postal mail to over 4,000 members to derive a statistically valid sample size. The return rate of usable data was 11%. The majority of responses reflected that members are having their appointment needs met in a timely manner. We plan to use alternative submission methods in an effort to increase the response rate for this year's survey.

Per our contract, RMHP continually strives to ensure that our Provider Network is sufficient so that services are provided to Members on a timely basis. To that end, RMHP uses a variety of means to educate providers about the various behavioral health and physical health appointment standards.

RMHP continues to collect data from our Provider Attributes survey project, e.g., providers who offer after-hours appointments to Medicaid Members, and who serve as a safe space for LGBTQ individuals. We are in the process of developing a database that will allow us to populate our print and online provider directories with the data collected.

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2. Behavioral Health

While currently there are no providers who designate themselves as “SUD” providers in Montrose County, there are providers who provide these services in addition to other services. These include River Valley Health Center in Olathe, and individuals who work at the Center for Mental Health in Montrose. River Valley offers Medication Assisted Therapy as a part of their service offering. Additionally, patients can access services in nearby counties such as Mesa County, approximately an hour away depending on where a patient resides in Montrose County.

RMHP is excited to launch a comprehensive behavioral health use case through CareNow. RMHP will partner with Heart Centered Counseling to provide telehealth services via the CareNow platform utilizing the network of Heart Centered Counseling Providers. Over 130 providers in the Heart Centered Counseling network will be offering behavioral health focused telehealth services.

The goals of the use case are:

1. To offer individuals a new, easy-to-use access point for behavioral health care
2. To allow people’s initial experiences with behavioral health to be positive ones, encouraging future use of behavioral health services
3. To have the chat be a lead-in to ongoing therapy that supports healing for the individual and cost savings for the health care system

Potential outcomes of the member visits:

1. Crisis intervention that leads to immediate relief or possible life saving measures
2. Emotional regulation for people experiencing challenging circumstances
3. Scheduling of future tele-mental health sessions for the client
4. Teaching brief but effective techniques to help the client cope with some immediacy
5. Instilling a sense of hope about the future