



COLORADO

**Department of Health Care
Policy & Financing**

FY 2020–2021 Network Adequacy Quarterly Report Template

Managed Care Entity: Colorado Access

Line of Business: RAE 5

Contract Number: 19-107517A4

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Report Submitted on: 7/31/2020

Report due by 7/31/2020, covering the MCE's network from 4/1/2020 – 6/30/2020, FY Q4

—Final Copy: June 2020 Release—



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1. Instructions for Using the Network Adequacy Quarterly Report Template

This document contains the June 2020 release of a standardized template for use by all Colorado Medicaid or CHP+ Managed Care Entities (MCEs) for quarterly Network Adequacy (NA) reporting to the Colorado Department of Health Care Policy and Financing (HCPF). Each MCE should generate one quarterly NA report for each applicable line of business (i.e., CHP+ MCO, Medicaid MCO, and RAE); the report shall contain template elements applicable to the line of business. Network categories required for quarterly reporting are defined in the CO Network Adequacy Crosswalk Definitions (June 2020 version).

The practitioners, practice sites, and entities included in the quarterly NA report will include ordering, referring, and servicing contractors that provide care through a Colorado Medicaid or CHP+ MCE. To ensure consistent data collection across MCEs, each MCE must use this HCPF-approved report template (MS Word and MS Excel templates) to present the MCE’s quarterly NA report and data for the corresponding practitioners, practice sites, and entities. Report due dates will align with those outlined in the MCE’s contract, unless otherwise stated.

Fiscal Year (FY) Quarter (Q) Reported	Months Included in the Report
FY 2019-20 Q4	April, May, June
FY 2020-21 Q1	July, August, September
FY 2020-21 Q2	October, November, December
FY 2020-21 Q3	January, February, March

Definitions

- “MS Word template” refers to the *CO2020-21_Network Adequacy_Quarterly Report Word Template_F1_0620* document.
- “MS Word MCE Data Requirements” refers to the *CO2020-21_Network Adequacy_MCE_DataRequirements_F1_0620* document that contains instructions for each MCE’s quarterly submission of member and network data.
- “MS Excel Geoaccess Compliance template” refers to the *CO2020-21_Network Adequacy_Quarterly Report Excel Template_<MCE Type>_Geoaccess Compliance* spreadsheet.
 - MCEs will use this file to supply county-level results from their geoaccess compliance calculations, including practitioner to member ratios and time/distance calculations.
- Use the Colorado county designations from the Colorado Rural Health Center to define a county as urban, rural, or frontier; the most recent county-level map is available at the following website:
 - <https://coruralhealth.org/resources/maps-resource>
 - Note: Urban counties with rural areas (e.g., Larimer County) should be reported with the rural counties and use rural time/distance standards.

- A “practice site” or “practice” refers to a physical healthcare facility at which the healthcare service is performed.
- A “practitioner” refers to an individual that personally performs the healthcare service, excluding single case agreement (SCA) practitioners.
- An “entity” refers to a facility-level healthcare service location (e.g., hospital, pharmacy, imaging service facility, and/or laboratory).

Report Instructions

Each MCE should use this template to generate one quarterly NA report for each applicable line of business (i.e., CHP+ MCO, Medicaid MCO, and RAE); the report shall contain template elements applicable to the line of business. The MCE should update the highlighted, italicized data fields on the cover page of this template to reflect their contact information, contract information, and report dates associated with the current report submission.

This report template contains a comprehensive list of NA requirements for the CHP+ MCO, Medicaid MCO, and RAE lines of business. Each table in this MS Word document contains a header row which confirms the applicable line(s) of business for each response. The table below shows expected network categories by MCE type. The accompanying MS Excel spreadsheets contain tabs in which network data can be imported (e.g., member counts, ratio results, time/distance calculation results).

Network Category	CHP+ MCO	Medicaid MCO	RAE
Facilities (Entities) <i>(Hospitals, Pharmacies, Imaging Services, Laboratories)</i>	X	X	
Prenatal Care and Women’s Health Services	X	X	X
Primary Care Providers (PCPs)	X	X	X
Physical Health Specialists	X	X	
Behavioral Health Specialists	X		X
Ancillary Physical Health Services <i>(Audiology, Optometry, Podiatry, Occupational/Physical/Speech Therapy)</i>	X	X	

Questions

- Contact the MCE’s Department contract manager or specialist for data submission instructions and assistance with questions or access to HCPF’s FTP site.

2. Network Adequacy

Establishing and Maintaining the MCE Network

Supporting contract reference: The MCE shall maintain a network that is sufficient in numbers and types of practitioners/practice sites to assure that all covered services to members will be accessible without unreasonable delay. The MCE shall demonstrate that it has the capacity to serve the expected enrollment in that service area.

- To count members, include each unique member enrolled with the MCE and line of business as of the last day of the measurement period (e.g., June 30, 2020, for the quarterly report due to the Department on July 30, 2020).
- To count practitioners/practice sites:
 - Include each unique practitioner/practice sites contracted with the MCE and line of business as of the last day of the measurement period (e.g., June 30, 2020, for the quarterly report due to the Department on July 30, 2020).
 - Define unique individual practitioners using Medicaid ID; a practitioner serving multiple locations should only be counted once for the count of practitioners and ratio calculations.

Define unique practice sites by de-duplicating records by location, such that a single record is shown for each physical location without regard to the number of individual practitioners at the location.

Table 1A-Establishing and Maintaining the MCE Network: Primary Care Data

Requirement	Previous Quarter		Current Quarter	
	Number	Percent	Number	Percent
<i>Sample</i>	0	0.0%	0	0.0%
CHP+ MCO, Medicaid MCO, RAE				
Total members	126,049	N/A	117,622	N/A
Total primary care practitioners (i.e., PROVCAT codes beginning with “PV” or “PG”)	754	N/A	614	N/A
Primary care practitioners accepting new members	107	14.2%	96	15.6%
Primary care practitioners offering after-hours appointments	86	11.4%	85	13.84%
New primary care practitioners contracted during the quarter	92	12.2%	6	9.77%
Primary care practitioners that closed or left the MCE’s network during the quarter	51	6.7%	12	1.95%

Table 1B-Establishing and Maintaining the MCE Network: Primary Care Discussion

Describe any barriers that affect the MCE’s ability to maintain a sufficient network in number and type of primary care practitioners to assure that all covered services will be accessible to members without unreasonable delay.

If utilized, describe the impact telehealth services had in overcoming these barriers. Describe the methods used to monitoring the availability and usage of telehealth services.

CHP+ MCO, Medicaid MCO, RAE

COA is not experiencing any barriers to maintaining a sufficient network in number and type of primary care practitioners/PCMP practice sites. Both the size and scope of primary care practitioners and associated sites ensures that all covered services are accessible to members without unreasonable delay. As a note the Q3 numbers reported are incorrect based on a reporting methodology issue as explained in our Q3 response form submission.

For this reporting quarter Colorado Access utilized the network adequacy template methodology of including primary care providers with PROVCAT codes beginning with “PV” or “PG.”

Although we did not encounter barriers that affected the ability to ensure that members had access to PCMP services without unreasonable delay, we did encourage providers to render services by telehealth in treating members remotely using the new rules put into place for COVID-19. COA monitored the availability of telehealth services through surveys and phone outreaches by the provider relations team and have monitored usage through claims review. Telehealth has been a critical tool for PCMPs and members during COVID-19.

Table 2A-Establishing and Maintaining the MCE Network: Behavioral Health Data

Requirement	Previous Quarter		Current Quarter	
	Number	Percent	Number	Percent
<i>Sample</i>	0	0.0%	0	0.0%
CHP+ MCO, Medicaid MCO, RAE				
Total members	126,049	N/A	117,622	N/A
Total behavioral health practitioners (i.e., PROVCAT codes beginning with “BV” or “BG”)	780	N/A	933	N/A
Behavioral health practitioners accepting new members	147	18.84%	398	42.65%
Behavioral health practitioners offering after-hours appointments	65	8.83%	80	8.57%
New behavioral health practitioners contracted during the quarter	139	17.8%	176	18.86%
Behavioral health practitioners that closed or left the MCE’s network during the quarter	84	10.7%	7	.75%

Table 2B-Establishing and Maintaining the MCE Network: Behavioral Health Discussion

<p>Describe any barriers that affect the MCE’s ability to maintain a sufficient network in number and type of behavioral health practitioners to assure that all covered services will be accessible to members without unreasonable delay. If your network includes out-of-state practitioners serving members enrolled with the MCE please describe.</p> <p>If utilized, describe the impact telehealth services had in overcoming these barriers. Describe the methods used to monitoring the availability and usage of telehealth services.</p>
CHP+ MCO, Medicaid MCO, RAE
<p><i>COA encountered no barriers that effected our ability to maintain a sufficient network. COA has a large, diverse (both in number and type), and well-established state-wide behavioral health network. Both the size and scope of this network ensures that all covered services continue to be accessible to members without unreasonable delay. COA continues to grow this network on a regular basis.</i></p> <p><i>For this reporting quarter Colorado Access utilized the network adequacy template methodology of including behavioral health providers with PROVCAT codes beginning with “BV” or “BG.”</i></p> <p><i>Although COA did not encounter barriers that affected the ability to maintain a sufficient network, COA did encourage providers to render services by telehealth in treating members remotely using the new rules put into place for COVID-19. COA monitored the availability of telehealth services through surveys and phone outreaches by the provider relations team and have monitored usage through claims review. Telehealth has been a critical tool for behavioral health providers and members during COVID-19.</i></p> <p><i>Additionally, COA saw an increase in the number of behavioral health practitioners accepting new members. This was due to a report methodology change to gather more data on this metric. In addition to using Colorado Access data on providers accepting new members, data was pulled from the MCO file to get the most accurate picture. This accounts for this increase.</i></p>

Table 3A-Establishing and Maintaining the MCE Network: Specialty Care Data

Requirement	Previous Quarter		Current Quarter	
	Number	Percent	Number	Percent
<i>Sample</i>	0	0.0%	0	0.0%
CHP+ MCO, Medicaid MCO				
Total members		N/A		N/A
Total specialty care practitioners (i.e., PROVCAT codes beginning with “SV” or “SG”)		N/A		N/A
Specialty care practitioners accepting new members				

Requirement	Previous Quarter		Current Quarter	
	Number	Percent	Number	Percent
Specialty care practitioners offering after-hours appointments				
New specialty care practitioners contracted during the quarter				
Specialty care practitioners that closed or left the MCE's network during the quarter				

Table 3B-Establishing and Maintaining the MCE Network: Specialty Care Discussion

<p>Describe any barriers that affect the MCE's ability to maintain a sufficient network in number and type of specialty care practitioners to assure that all covered services will be accessible to members without unreasonable delay.</p> <p>If utilized, describe the impact telehealth services had in overcoming these barriers. Describe the methods used to monitoring the availability and usage of telehealth services.</p>
CHP+ MCO, Medicaid MCO
N/A.

3. Network Changes and Deficiencies

Network Changes

Supporting contract reference: The MCE shall report in writing to the Department, all changes in MCE Networks related to quality of care, competence, or professional conduct.

Table 4-Network Changes: Discussion

If the MCE experienced a positive or negative change in its network related to quality of care, competence, or professional conduct, describe the change and state whether the MCE notified the Department, in writing, within ten (10) business days of the change.

Note: If the MCE experienced a deficiency in the quarter prior to the measurement period, the MCE's response should include a description of the actions taken by the MCE to address the deficiency.

CHP+ MCO, Medicaid MCO, RAE

For this quarter, there were no positive or negative changes to the network related to quality of care, competence or professional conduct.

Table 5-CHP+ MCO Network Volume Changes and Notification: Discussion

If the MCE experienced at least a five percent (5%) increase or decrease in its network in a thirty (30) calendar day period, describe the change and answer the following questions:

Did the MCE notify the Department, in writing, within ten (10) business days of the change?

Was the change due to a practitioner/practice site/entity's request to withdraw; was the change due to the MCE's activities to obtain or retain NCQA accreditation?

Was the change due to a practitioner/practice site/entity's failure to receive credentialing or re-credentialing from the MCE?

CHP+ MCO

N/A

Inadequate Network Policies

Supporting contract reference: If the MCE fails to maintain an adequate network that provides Members with access to PCPs within a county in the MCE’s Service Area, the Department may designate that county as a mixed county for the purpose of offering the option of an HMO or the State’s self-funded network to eligible Members by providing the MCE a thirty (30) calendar day written notice.

Table 6-CHP+ MCO Inadequate Access to PCPs: Discussion

<p>Did the MCE fail to maintain an adequate network that provides members with access to PCPs within a county in the MCE’s service area?</p> <p>If the MCE answered “yes”, did the Department designate that county as a mixed county for the purpose of offering the option of an HMO or the State’s self-funded network to eligible members?</p>
CHP+ MCO
N/A

Table 7-CHP+ MCO Discontinue Services to an Entire County: Discussion

<p>Did the MCE discontinue providing covered services to members within an entire county within the MCE’s service area?</p> <p>If the MCE answered “yes”, did the MCE provide no less than sixty (60) calendar days prior written notice to the Department of the MCE’s intent to discontinue such services?</p>
CHP+ MCO
N/A

Table 8-CHP+ MCO Provider Network Changes: Discussion

<p>Did the MCE experience an unexpected or anticipated material change to the network or a network deficiency that could affect service delivery, availability or capacity within the provider network?</p> <p>If the MCE answered “yes”, did the MCE notify the Department, in writing, of the change?</p>
CHP+ MCO
N/A

4. Appointment Timeliness Standards

Appointment Timeliness Standards

Supporting contract reference: The MCE shall provide coverage of emergency and non-urgent medical services. The MCE shall have written policies and procedures describing how members can receive coverage of emergency services or urgently needed services while temporarily absent from the MCE's service area.

Table 9-Physical Health Appointment Timeliness Standards

Describe the method(s) used by the MCE to monitor its contract's timeliness requirements for members' access to physical health services. Describe findings specific to the current reporting period.
CHP+ MCO, Medicaid MCO, RAE
<p><i>Colorado Access continuously monitors timeliness requirements for members' access to physical health services. This is done through a secret shopper program as well as through customer service, care management, and member grievance departments. If a member notifies Colorado Access of an appointment timeliness issue, the provider relations team is notified, and the concern is addressed with the provider. If the issue continues, the quality and compliance teams are notified to take further action, such as placing the provider on a corrective action plan (CAP).</i></p> <p><i>In the reporting quarter, Colorado Access did not receive or identify any concerns about appointment timeliness.</i></p> <p><i>COA continues to encourage providers to render services by telehealth in treating members remotely using the new rules put into place for COVID-19 during the pandemic.</i></p>

Table 10-Behavioral Health Appointment Timeliness Standards

Describe the method(s) used by the MCE to monitor its contract's timeliness requirements for members' access to behavioral health services. Describe findings specific to the current reporting period.
CHP+ MCO, RAE
<p><i>Colorado Access continuously monitors timeliness requirements for members' access to behavioral health services. This is done through a secret shopper program as well as through customer service, care management, and member grievance departments. If a member notifies Colorado Access of an appointment timeliness issue, the provider relations team is notified, and the concern is addressed with the provider. If the issue continues, the quality and compliance teams are notified to take further action, such as placing the provider on a corrective action plan (CAP).</i></p>

In the reporting quarter, Colorado Access did not receive or identify any concerns about appointment timeliness.

COA continues to encourage providers to render services by telehealth in treating members remotely using the new rules put into place for COVID-19 during the pandemic.

5. Time and Distance Standards

Health Care Network Time and Distance Standards

Supporting contract reference: The MCE shall ensure that its network has a sufficient number of practitioners, practice sites, and entities who generate billable services within their zip code or within the maximum distance for their county classification. The MCE must use GeoAccess or a comparable service to measure the travel time and driving distance between where members live and the physical location of the practitioners/practice sites/entities in the MCE's Region.

Enter time and distance compliance results (e.g., “Met” or “Not Met”) in the MS Excel template. Use Tables 11, 12, and 13 for additional relevant information regarding the MCE’s compliance with time and distance requirements. Geographic regions refer to the areas in which members reside, as members may travel outside their county of residence for care. For physical health time and distance requirements, MCEs are only required to report data for members residing inside the MCE’s contracted counties. For statewide behavioral health time and distance requirements, MCEs are required to report results for all members regardless of county residence.

- CHP+ MCO defines “child members” as 0 through the month in which the member turns 19 years of age.
- CHP+ MCO defines “adult members” as those over 19 years of age (beginning the month after the member turned 19 years of age).
- Medicaid MCO and RAE define “child members” as under 21 years of age.
- Medicaid MCOs and RAEs define “adult members” as those 21 years of age or over.

There are two levels of primary care practitioners: primary practitioners that can bill as individuals (e.g., MDs, DOs, NPs, and CNS’) and mid-level practitioners that cannot bill as individuals (e.g., PAs); each type of practitioner has its own row in the MS Excel template tabs for time/distance reporting.

A practitioner/practice site/entity should only be counted one time in the MCE’s data submission; if a practitioner provides Adult and Pediatric Primary Care (and is not an OB/Gyn), the MCE should count the practitioner one time under the Family Practitioner network category.

Table 11—Urban Health Care Network Time and Distance Standards: Discussion

Present detailed time/distance results for members residing in Colorado’s urban counties using the accompanying MS Excel workbook template.

List the specific urban counties in which the MCE does not meet the time/distance requirements. Describe the MCE’s approach to ensuring access to care for members residing in urban Colorado counties where the MCE does not meet the time/distance requirements.

CHP+ MCO, Medicaid MCO, RAE

Following the new template standard of met or not met based on a score of 100%, not all time and distance categories met the standard in this quarter. Although a score of 100% was not achieved in all categories COA

maintains a large and diverse provider network that meets the needs of our members the majority of the time in most cases.

COA has a well-established provider network in the urban counties and monitors members access to the network through a secret shopper program as well as through customer service, care management, and member grievance departments. COA had no member concerns or customer service grievances filed in this quarter due to network issues. COA continues to ensure access to care for members by adding providers to the network on a regular basis. The contracting department responds promptly to requests to add qualified providers to the network from customer service, care management, provider relations and UM departments, as well as from individual provider requests. Additionally, as large provider groups add practitioners, COA works expeditiously to process their information and enter it into systems and the directory to ensure access to these new providers by members. If a gap in the network is identified, or when COA needs to augment the network for members who need access to a specific provider for continuity of care purposes, COA outreaches to qualified providers and invites them to request an application to join the network or, in some instances, enter into a single case agreement (SCA).

Table 12–Rural Health Care Network Time and Distance Standards: Discussion

Present detailed time/distance results for members residing in Colorado’s rural counties using the accompanying MS Excel workbook template.

List the specific rural counties in which the MCE does not meet the time/distance requirements. Describe the MCE’s approach to ensuring access to care for members residing in rural Colorado counties where the MCE does not meet the time/distance requirements.

CHP+ MCO, Medicaid MCO, RAE

N/A

Table 13–Frontier Health Care Network Time and Distance Standards: Discussion

Present detailed time/distance results for members residing in Colorado’s frontier counties using the accompanying MS Excel workbook template.

List the specific frontier counties in which the MCE does not meet the time/distance requirements. Describe the MCE’s approach to ensuring access to care for members residing in frontier Colorado counties where the MCE does not meet the time/distance requirements.

CHP+ MCO, Medicaid MCO, RAE

N/A



Individual SCA Practitioner	Medicaid ID	County Name	HCPF Network Category Code(s)	HCPF Network Category Description

Table A-2-Practitioners with SCAs: Discussion

<p>Describe the MCE’s approach to expanding access to care for members with the use of SCAs.</p> <p>Describe the methods used to upgrade practitioners with SCAs to fully contracted network practitioners.</p>
<p>CHP+ MCO, Medicaid MCO, RAE</p>
<p><i>When necessary, COA enters into a Single Case Agreement (SCA) with a provider (based on requests from UM and/or care management departments). Once a SCA is completed, COA will contact the provider to ask them if they are interested in joining the network. If interested, COA follows the usual policy and procedures with respect to the contracting process.</i></p>

Appendix B. Optional MCE Content

This optional appendix may contain additional information, graphs, or maps that the MCE would like to include in its quarterly report.

Instructions for Appendices

To add an image:

- Go to “Insert” and click on “Pictures”.
- Select jpg file and click “Insert”.

To add an additional Appendix:

- Go to “Layout” and click on “Breaks”.
- Select “Next Page” and a new page will be created.
- Go to “Home” and select “HSAG Heading 6”.
- Type “Appendix C.” and a descriptive title for the appendix.
- Select the Table of Contents and hit F9 to refresh.

Optional MCE Content

Free text

Appendix C. Optional MCE Content

This optional appendix may contain additional information, graphs, or maps that the MCE would like to include in its quarterly report.