

## Iowa Wellness Plan QE 9-30-14 Patient Access Survey Update

### Reporting on Access to Care and NCQA Standards

Iowa's goal to ensure ninety-five percent of members reside in counties that meet timely access to care standards is supported by the results of quarterly surveys of the participating patient managers. Quarterly results will build upon each other until all 99 counties have been surveyed.

### **Quarter Ending September 30, 2014**

Iowa Medicaid Provider Services conducted telephonic interviews with approximately 160 providers representing 88 counties through the 3<sup>rd</sup> quarter of calendar year 2014 to obtain a sample. IME Provider Services developed a random sampling of Iowa Wellness Plan providers utilizing Urban Influence Codes (UIC) to ensure a weighted sample in proportion with the population size of each county.

Iowa Wellness Plan enrollment at the end of the third quarter was 82,249. The counties surveyed represent 94% of the total Iowa Wellness Plan Enrollment. Each provider surveyed was an active patient manager with the Iowa Wellness Plan.

For tracking purposes, the IME has assigned 4 categories to each of the UIC categories.

<b>IME code</b>	<b>U of I Categories Codes</b>	<b>Providers</b>	<b>Enrollees for Per U of I sampling</b>
1	2	709	28292
2	5,7	118	3837
3	6, 8	354	7995
4	9-12	177	2253

**1. Access to Care Standards Including Timeliness and Actual Primary Care Utilization**

Iowa is tracking the following measures:

- Patients with urgent symptoms shall be seen within one day of contacting their primary care provider.
- Patients with persistent symptoms shall be seen within 48 hours of reporting of the onset of the symptoms.
- Patient routine visits shall be scheduled within four to six weeks of the date of the patient request the appointment.
- The provider shall provide or arrange for 24-hour, 7-day provider availability to enrolled recipients.
- Medical service delivery sites are located within 30 miles of enrolled recipients (*confirmed only through Geo-mapping with Medical Services*).

**83 of the 88 counties surveyed meet the access standards outlined above. This meets access standards for 95% of the eligible population represented in the sample. Iowa will be working with providers in the counties that did not meet access standards to encourage a change in business operations that will allow the provider to meet these standards in the future. Iowa will also target members from these counties to help facilitate completion of their Healthy Behaviors.**

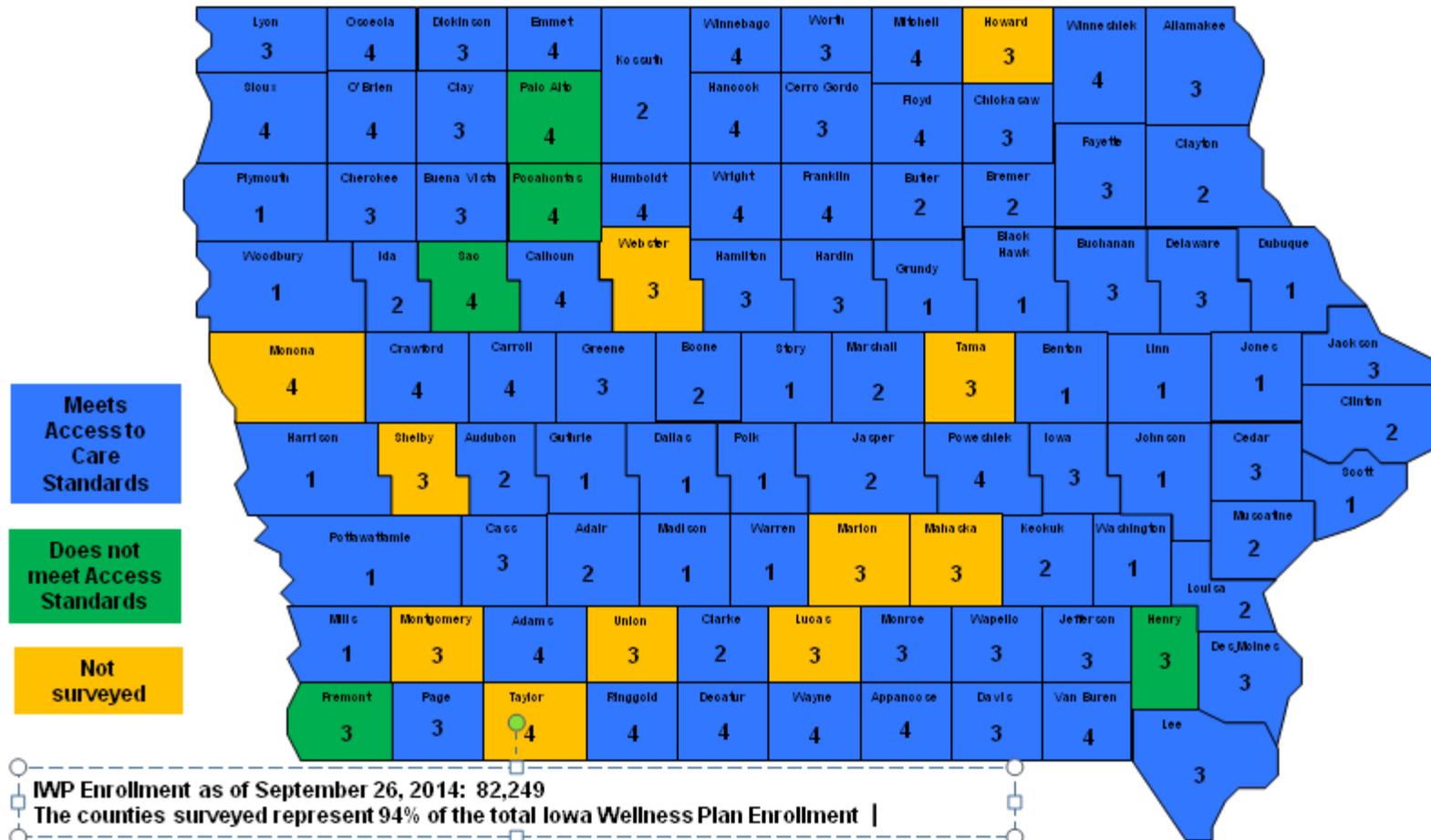
\*Numbers in each county represent the IME UIC category.

IME Category	Counties That Met Standards	U of I 'weighted average' based on county population	Application of U of I 'weighted average'	<b><u>TOTAL</u></b>  <b>98%</b>
1	21/21	0.67	0.67	
2	15/15	0.09	0.09	
3	26/28	0.19	0.176	
4	21/24	0.05	0.044	



# Iowa Department of Human Services

## Iowa Wellness Plan Access Standards Q2 & Q3 2014



## 2. NCQA 1B Standards

IME Provider Services developed a random sampling of Iowa Wellness Plan providers utilizing Urban Influence Codes (UIC) to ensure a weighted sample in proportion with the population size of each county. Iowa is tracking the following measures:

- Providing access to routine and urgent care appointments outside of regular business hours.
- Providing continuity of medical record information for care and advice when office is not open.
- Providing timely clinical advice by telephone when the office is not open. (critical factor)
- Providing timely clinical advice using a secure, interactive electronic system when the office is not open.
- Documenting after hours clinical advice in patient records.

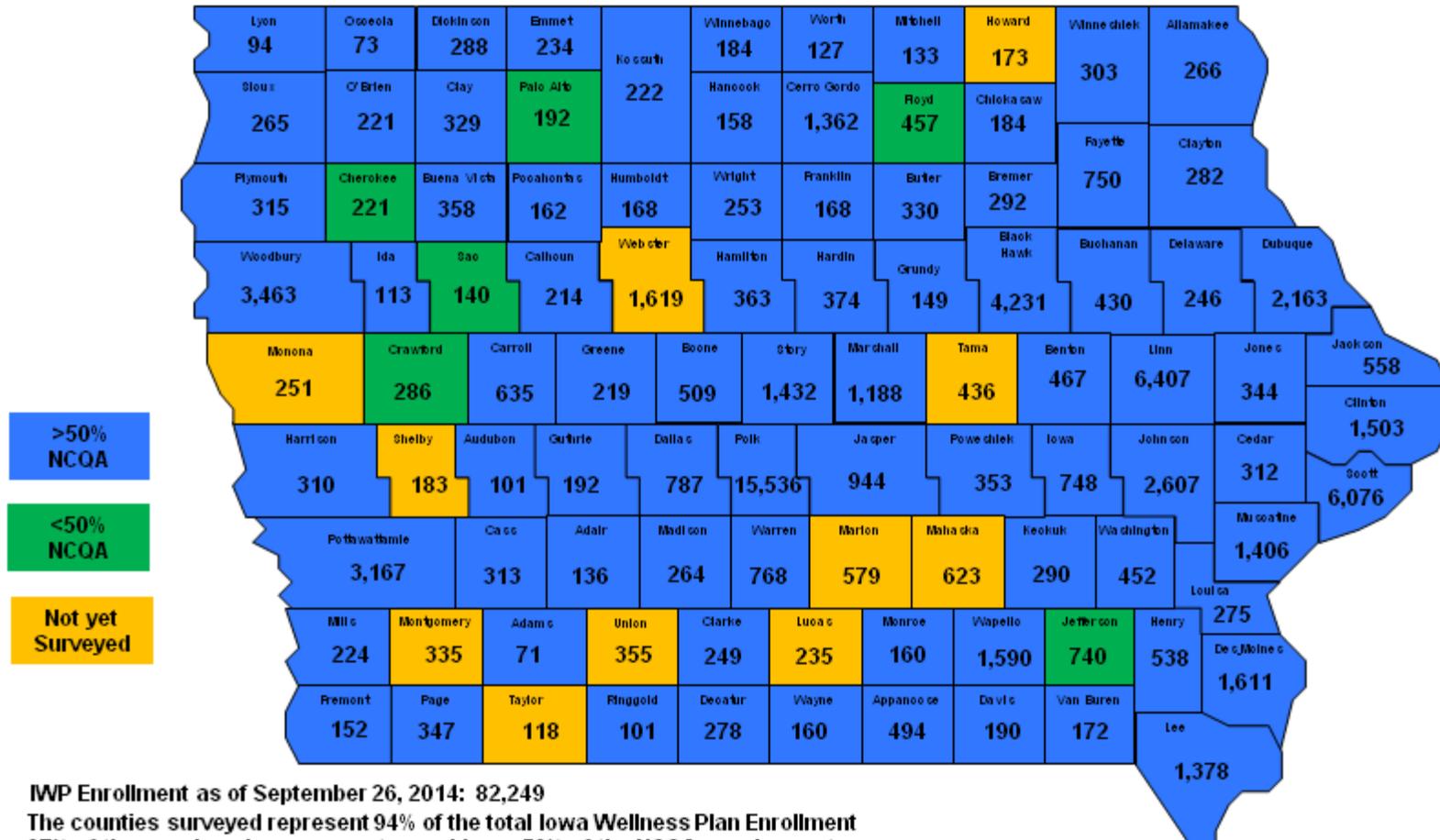
**82 of the 88 counties represented surveyed meet at least 3 of the 5 NCQA these standards tracked through Provider Services. This meets access standards for 97% of the eligible population represented in the sample. Iowa will be working with providers in the counties that did not meet access standards to encourage a change in business operations that will allow the provider to meet these standards in the future. Iowa will also target members from these counties to help facilitate completion of their Healthy Behaviors.**

\*Numbers in each county represent the number or Iowa Wellness Plan eligible by county.



# Iowa Department of Human Services

## NCQA 1B Standards Q2 & Q3 2014



IWP Enrollment as of September 26, 2014: 82,249

The counties surveyed represent 94% of the total Iowa Wellness Plan Enrollment  
 97% of the members have access to providers >50% of the NCQA requirements