



Anthem Medicaid

July 17, 2018

Agenda

1. Anthem's Vision
2. Process for Determining the Healthcare Providers in our network
3. Determining an adequate network for providers
4. Anthem Solutions
5. Credentialing process



Anthem's Vision

Together we are transforming health care with trusted and caring solutions

The Nevada Provider Solutions department works to enhance our providers experience by making meaningful and impactful improvements to the way we support, connect, and collaborate with our providers.

The goal and vision of the Provider Solutions department is to deliver a "User Friendly" approach to our provider experience that differentiates Anthem Medicaid from our competitors and positions us as the preferred partner for providers in our health care community.

Anthem maintains an adequate network of providers

Proactive

Collaborative

Quality

Process to Determine Providers

Provider

- Submits Letter of Intent and W9

Anthem

- Reviews Requests to meet our Access and Availability standards, surveys, scope and care needs of members
- Assess network to align with NCQA credentialing standards

Decision

- Anthem responds with decision in writing to provider

Anthem Network Access and Availability

The primary objectives of our Access and Availability program are:

- To comply with state regulations set forth in Anthem's contract with the state of Nevada

- To provide quantifiable feedback to Anthem regarding physician compliance with the access and availability standards set forth by Anthem in compliance with appropriate state regulations

- To confirm whether the practice is open to new members

- To provide ways Anthem can improve the services provided to its members

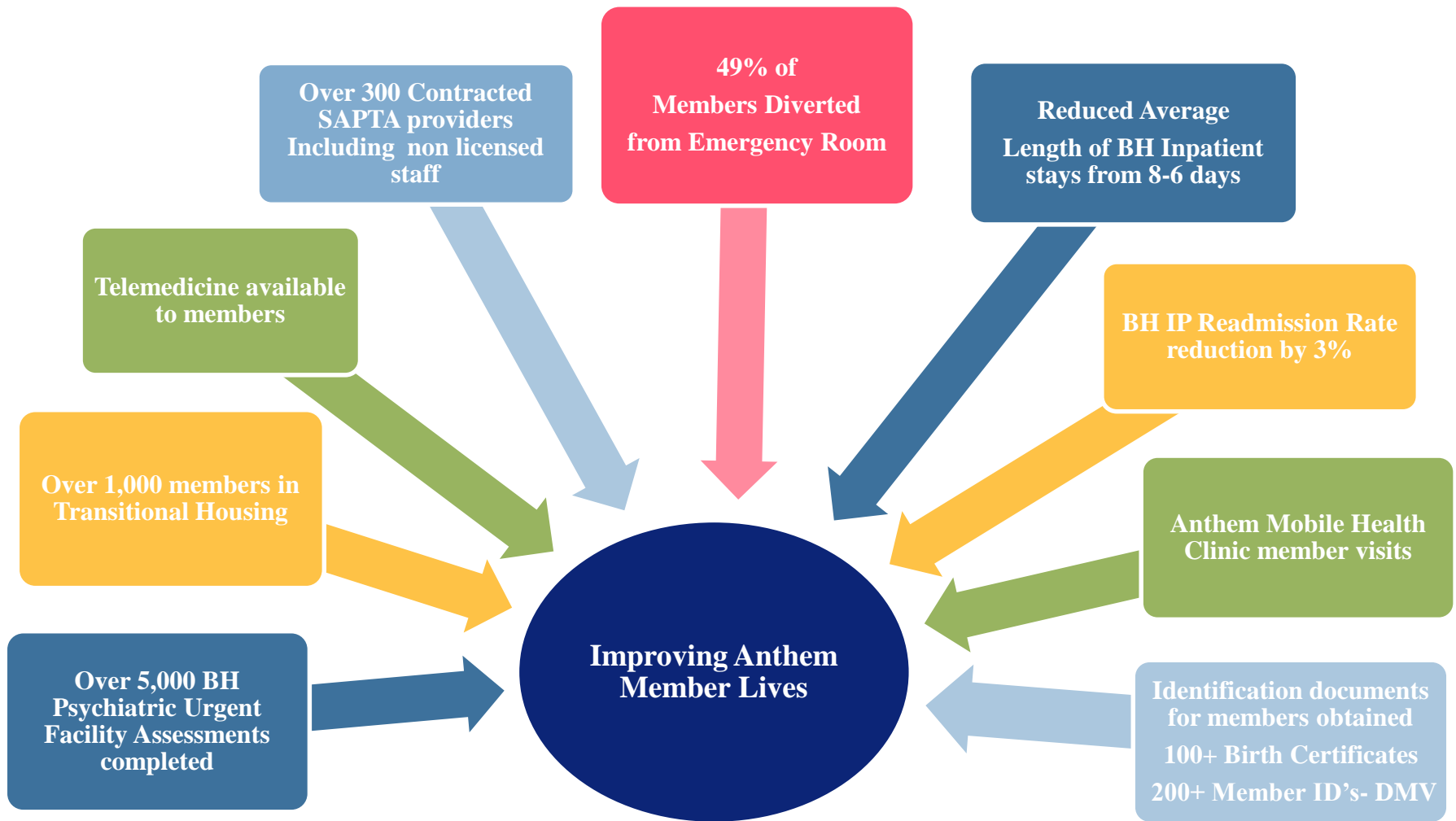
Annual Appointment Availability Survey

This is an annual survey conducted by our vendor during one time period of the year using random sampling

Secret Shopper Calls

This survey is ongoing throughout the year. It is designed as a supplement to the Annual Appointment Availability Survey

Anthem Results



Note: 2017/2018 data unless otherwise specified

Anthem solutions to challenges

Policy Clarification

Targeted Case Management
(T1017)

Short-term Crisis Stabilization

Lack of BH Professional Providers

Telehealth

Mobile BH providers

Community Outreach Vehicle Clinic Days

Added add'l ABA providers to network

Social Determinants of Health Needs-Value Added Benefits

Intensive Case management

ER Diversion

Transitional Housing

Wrap around services

Community Resources linkage

Provider Education

Behavioral Health Optimization

Presentations on Anthem enrollment and credentialing process to BH providers

Credentialing Value

1. Anthem adheres to NCQA Credentialing Standards ensuring quality providers for Medicaid members
2. Anthem uses CAQH ProView Application
3. Anthem provides checklist to ensure all key elements are completed accurately
4. Anthem Joint Credentialing committee
5. Anthem provides in office assistance to providers to expedite submission process