

A photograph of a man and two children on a wooden playground structure. The man, with a shaved head and a red and black plaid shirt, is smiling and looking at a young girl with a large afro hairstyle who is wearing a light blue shirt. Another child is partially visible in the foreground, also smiling. The background shows green trees and a bright sky.

Access to Health Care Providers

Legislative Committee on Health Care

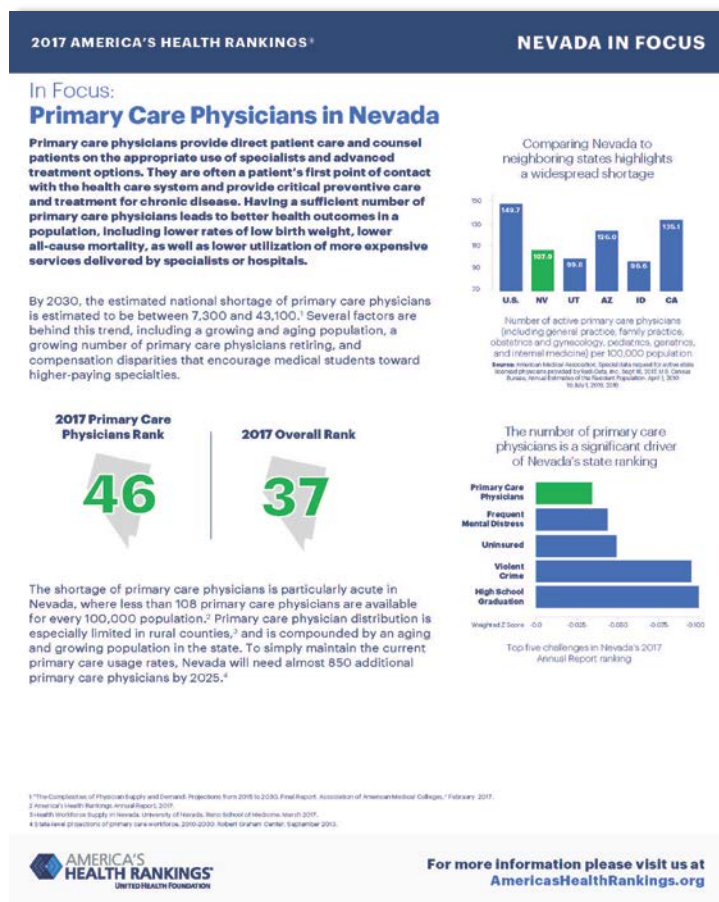
July 17, 2018

Agenda Item VII C (HEALTH)
Meeting Date: 07-17-18



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Shortage of Primary Care Physicians in Nevada



- The shortage of primary care physicians is particularly acute in Nevada, where less than 108 primary care physicians are available for every 100,000 population.
- To simply maintain the current primary care usage rates, Nevada will need almost 850 additional primary care physicians by 2025.
- By 2030, the estimated national shortage of primary care physicians is estimated to be between 7,300 and 43,100.

Network Adequacy



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2018 HPN MEDICAID UNIQUE PROVIDER COUNTS			
	PCP	Specialists	BH
Southern Nevada	1,622	1,929	620
Northern Nevada	619	836	218

HPN exceeds MCO Contract Requirements for Network Adequacy

State Requirement for Medicaid MCO	HPN 2018 Network Adequacy Results
PCP-to-recipient ratio is one FTE primary care provider for every 1,500 enrollees per service area	Ratio exceeds number at 1.66
Specialist standard is 1,500 members to one provider	Statewide: Ratio exceeds number at 2.00
PCP or PCS standard is one provider within 25 mile radius	Clark County: 100% of membership meets standard Washoe County: 100% of membership meets standard

Increasing Access in Our Community



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Health Plan of Nevada's partnership with **Southwest Medical** and **MedExpress** are examples of building access to address the delivery needs of our community.

HPN's Social Determinants of Health programs reducing demand for healthcare services by homeless members

- 65% decrease ER/1000
- 96% decrease SNF days/1000
- 72% decrease hospital days/1000





Network Adequacy Enhancements

- ✓ SMA's shared appointments, urgent care waiting room notification and phone visits with PCPs
- ✓ Dispatch Health - provides mobile urgent care services
- ✓ Telemedicine visits "NowClinic" available 24 hours a day, 7 days a week.
- ✓ Optum Care Cancer Care Center with five locations in Southern Nevada
- ✓ Medicine on the Move - high tech mobile primary care medicine
- ✓ Additional OB GYN and PCP providers have been added to the HPN network
- ✓ Behavioral health providers partnered within primary care practices
- ✓ PCP within a behavioral health clinics
- ✓ PCP referral programs and PCP hotline to increase access to behavioral healthcare services
- ✓ Behavioral health community partners prioritize HPN Medicaid and Nevada Check Up members

Behavioral Health Provider Partnerships



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HPN Partnership Implementation Solutions

Immediate Appointments Availability	<ul style="list-style-type: none">• Designated appointments guaranteed from network providers• Same Day Appointment• Same Day Assessment
Daily Triage	<ul style="list-style-type: none">• Medication Management• Care Coordination
Wrap Around Services	<ul style="list-style-type: none">• Continuity of Care• supports 7 and 30 day follow-up
Value Added Services	<ul style="list-style-type: none">• Support Center 7-days a week reduces non-emergent ER use• Temporary and permanent housing placement



HPN Credentialing

Credentialing is a requirement of the Medicaid contract between DHCFP and HPN

- National Committee for Quality Assurance (NCQA) credentialing standards
- Enrollment with Health Care Finance & Policy
- State Required Credentialing Form
- Re-credentialing requirements

Top reasons for the delay in the credentialing process include:

- **Incomplete** application
- **Non-response** from provider to requests for additional information
- **Delayed response** from peer references or educational institutions
- Providers' **lack of proper licensure** at time of application submission

It is the goal of the HPN Credentialing team to complete provider and facility applications in under 120 days.

Credentialing Process Improvement



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1

Requirements clearly communicated

The application will not be accepted unless deemed complete.

2

Concurrent processing for HPN Credentialing and DHCFP Enrollment

3

Council for Affordable Quality Healthcare (CAQH) Implementation

Continuous Monitoring of HPN's Network - HPN's Secret Shopper Program



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HPN conducts Secret Shops to ensure member access to the HPN Medicaid provider network. Secret Shops are conducted anonymously by the HPN Provider Advocate team.



HPN consistently monitors compliance with contract requirements through quarterly member and patient satisfaction surveys and ongoing review of complaint and grievance data.

HPN Medicaid 7/1/17-12/31/17			
Provider Type	Provider Confirmed they were participating within the HPN Medicaid Network	Provider is accepting HPN Medicaid Members	Provider Meets Access Standards
OB	100%	100%	40%
PCP	100%	82%	64%
Specialist	88%	94%	69%
Behavioral Health	100%	97%	85%

HPN Medicaid 1/1/18-Current			
Provider Type	Provider Confirmed they were participating within the HPN Medicaid Network	Provider is accepting HPN Medicaid Members	Provider Meets Access Standards
OB	100%	86%	50%
PCP	100%	97%	79%
Specialist	99%	98%	70%
Behavioral Health	100%	98%	82%

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THANK YOU



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