

Instructions		V2-20191227
Summary Tab	All fields in this tab will be populated from data entered in other tabs of this worksheet. No data should be entered on this tab.	
Provider Panel	Complete this worksheet based on current network of primary care providers to show providers in contracted Accountable Entities and not in Accountable Entities with panels closed to new patients.	
Appointment Availability - Plan Survey	Complete this worksheet based on health plan-conducted survey results in April and October. The health plan can use its own survey methodology for assessing appointment availability. The health plan-conducted survey methodology must be submitted to EOHHS with survey data.	
Appointment Availability - Secret Shopper	Complete this worksheet based on secret shopper survey results in January and July. The health plan must use the methodology established by IPRO in the "Provider Access Study Toolkit", embedded herein. The health plan does not need to submit the secret shopper survey template within the IPRO toolkit, but this data should be available if requested by EOHHS.	
Data Dictionary		
Definition		
Summary Tab		
All fields	All fields in this tab will be populated from data entered in other tabs of this worksheet. No data should be entered on this tab.	
Provider Panel		
General Practice/Family Provider	Primary care provider credentialed by the contractor and serving as the member's medical home in the specialty of general practice or family medicine. May include advanced practice practitioners as provided for in Section 2.08.03.05 of the EOHHS Contract for Managed Care.	
Internal Medicine Provider	Primary care provider credentialed by the contractor and serving as the member's medical home in the specialty of internal medicine, geriatrics, or OB/GYN (non-specialty). May include advanced practice practitioners as provided for in Section 2.08.03.05 of the EOHHS Contract for Managed Care.	
Pediatric/Adolescent Provider	Primary care provider credentialed by the contractor and serving as the member's medical home in the specialty of pediatrics or adolescent medicine. May include advanced practice practitioners as provided for in Section 2.08.03.05 of the EOHHS Contract for Managed Care.	
# of Non-AE Providers with CLOSED Panel	The number of providers not participating in a contracted Accountable Entity with a panel closed to new members.	
# of Non-AE Providers	The number of providers not participating in a contracted Accountable Entity.	
Percent of Non-AE Providers with Closed Panels	Auto populated percent of providers not participating in a contracted Accountable Entity with a panel closed to new members.	
# of AE Providers with CLOSED Panel	The number of providers participating in a contracted Accountable Entity with a panel closed to new members.	
# AE Providers	The number of providers participating in a contracted Accountable Entity.	
Percent of AE Providers with Closed Panels	Auto populated percent of providers participating in a contracted Accountable Entity with a panel closed to new members.	
Total # of providers that can accommodate <50 new members	The number of providers that can accommodate fewer than 50 members in their panel. Refer to EOHHS contract section 2.08.03.06 for member-to-PCP ratios requirements.	
Total # of Providers with CLOSED Panel	Auto populated sum of the number of providers not participating in a contracted Accountable Entity with a panel closed to new members and the number of providers participating in a contracted Accountable Entity with a panel closed to new members.	
Total # of Providers	Auto populated sum of the number of providers not participating in a contracted Accountable Entity and the number of providers participating in a contracted Accountable Entity.	
TOTAL PERCENT CLOSED	Auto populated percent of total providers with a panel closed to new members.	
Appointment Availability		
Primary Care	General practice, family medicine, internal medicine, OB/GYN (non-specialty), geriatrics, pediatrics, and adolescent medicine	
Specialty Care	Adults-cardiology, dermatology, endocrinology, gastroenterology, and pulmonology. Pediatrics-pediatric allergy/immunology, pediatric gastroenterology, pediatric neurology, pediatric orthopedics, pediatric otolaryngology/ENT.	
Behavioral Health Care (Independent)	Independent adult behavioral health providers and independent pediatric/adolescent behavioral health providers	
Behavioral Health Care Clinics	BHDDH licensed community mental health centers	
Routine	Encompasses routine care appointment, physical exam, EPSDT appointment, new member appointment, and non-emergent or non-urgent mental health or substance use services	
Urgent	Encompasses care for an illness, injury or condition serious enough that a reasonable person would seek care right away, but not so severe it requires emergency room care.	
Total number of providers surveyed	The total number of providers surveyed, must align with the appropriate survey methodology	
Total number of appointments made	The total number of appointments made (or available)	
Total number of appointments meeting timeframe standard	The total number of appointments made (or available) with the contract timeframes per Section 2.09.04 of the EOHHS Contract for Managed Care.	
Appointment rate	Auto populated percent of appointments made divided by the total number of providers surveyed	
Timely appointment rate	Auto populated percent of timely appointments made divided by the total number of providers surveyed.	
Mean number of days for an appointment	Calculate the average number of days to make an appointment	
Shortest wait time for an appointment	Calculate the shortest wait time for an appointment	
Longest wait time for an appointment	Calculate the longest wait time for an appointment	



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Health Plan:	
Reporting Year:	
Reporting Quarter:	

Provider Panel		
	Total % of Closed Panels	Total % of Closed - AEs
Numerator		
Denominator		
Rate	#DIV/0!	#DIV/0!

Appointment Availability - Plan Survey		
		Timely appt. rate
Primary Care	Routine	#DIV/0!
	Urgent	#DIV/0!
Specialty Care	Routine	#DIV/0!
	Urgent	#DIV/0!
Behavioral Health Care (Independent)	Routine	#DIV/0!
Behavioral Health Care Clinics	Routine	#DIV/0!

Access Summary

Appointment Availability - Secret Shopper Survey				
			Timely appt. rate	
Primary Care	Family/General Practitioners and Internal Medicine	Routine	#DIV/0!	
		Urgent	#DIV/0!	
	Pediatricians	Routine	#DIV/0!	
		Urgent	#DIV/0!	
	OB/GYNs	Routine	#DIV/0!	
		Urgent	#DIV/0!	
Specialty Care - Adults	Cardiology	Routine	#DIV/0!	
		Urgent	#DIV/0!	
	Dermatology	Routine	#DIV/0!	
		Urgent	#DIV/0!	
	Endocrinology	Routine	#DIV/0!	
		Urgent	#DIV/0!	
	Gastroenterology	Routine	#DIV/0!	
		Urgent	#DIV/0!	
	Pulmonary	Routine	#DIV/0!	
		Urgent	#DIV/0!	
	Specialty Care - Pediatrics	Pediatric Allergy/Immunology	Routine	#DIV/0!
			Urgent	#DIV/0!
Pediatric Gastroenterology		Routine	#DIV/0!	
		Urgent	#DIV/0!	
Pediatric Neurology		Routine	#DIV/0!	
		Urgent	#DIV/0!	
Pediatric Orthopedics		Routine	#DIV/0!	
		Urgent	#DIV/0!	
Pediatric Otolaryngology/ENT	Routine	#DIV/0!		
	Urgent	#DIV/0!		
Behavioral Health Care (Independent)	Adult BH	Routine	#DIV/0!	
	Pediatric/Adolescent BH	Routine	#DIV/0!	
Dental Care	General/Pediatric Dentistry	Routine	#DIV/0!	
		Urgent	#DIV/0!	
	Oral Surgery	Routine	#DIV/0!	
		Urgent	#DIV/0!	

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Provider Panel

Health Plan:
 Reporting Year:
 Reporting Quarter:

	Non-AE			AE			Total			TOTAL PERCENT CLOSED
	# of Non-AE Providers with CLOSED Panel	# of Non-AE Providers	Percent of Non-AE Providers with Closed Panels	# of AE Providers with CLOSED Panel	# AE Providers	Percent of AE Providers with Closed Panels	Total # of providers that can accommodate <50 new members	Total # of Providers with CLOSED Panel	Total # of Providers	
General Practice / Family Provider			#DIV/0!			#DIV/0!				#DIV/0!
Internal Medicine Provider			#DIV/0!			#DIV/0!				#DIV/0!
Pediatric/Adolescent Provider			#DIV/0!			#DIV/0!				#DIV/0!
TOTALS			#DIV/0!			#DIV/0!				#DIV/0!

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Health Plan:
 Reporting Year:
 Reporting Quarter:

Health Plan-Identified Survey (April and October)									
		Total number of providers surveyed	Total number of appointments made	Total number of appointments meeting timeframe standard	Appointment rate	Timely appointment rate	Mean number of days for an appointment	Shortest wait time for an appointment	Longest wait time for an appointment
Primary Care	Routine				#DIV/0!	#DIV/0!			
	Urgent				#DIV/0!	#DIV/0!			
Specialty Care	Routine				#DIV/0!	#DIV/0!			
	Urgent				#DIV/0!	#DIV/0!			
Behavioral Health Care (Independent)	Routine				#DIV/0!	#DIV/0!			
Behavioral Health Care Clinics	Routine				#DIV/0!	#DIV/0!			

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Health Plan:
 Reporting Year:
 Reporting Quarter:

Secret Shopper Survey (January and July)												
			Minimum Required Sampling ⁽¹⁾	Total number of providers surveyed	Total number of appointments made	Total number of appointments meeting timeframe standard	Appointment rate	Timely appointment rate	Mean number of days for an appointment	Shortest wait time for an appointment	Longest wait time for an appointment	
Primary Care	Family/General Practitioners and Internal Medicine	Routine	10				#DIV/0!	#DIV/0!				
		Urgent	10				#DIV/0!	#DIV/0!				
	Pediatricians	Routine	10				#DIV/0!	#DIV/0!				
		Urgent	10				#DIV/0!	#DIV/0!				
	OB/GYNs	Routine	10				#DIV/0!	#DIV/0!				
		Urgent	10				#DIV/0!	#DIV/0!				
Specialty Care - Adults	Cardiology	Routine	6				#DIV/0!	#DIV/0!				
		Urgent	6				#DIV/0!	#DIV/0!				
	Dermatology	Routine	6				#DIV/0!	#DIV/0!				
		Urgent	6				#DIV/0!	#DIV/0!				
	Endocrinology	Routine	6				#DIV/0!	#DIV/0!				
		Urgent	6				#DIV/0!	#DIV/0!				
	Gastroenterology	Routine	6				#DIV/0!	#DIV/0!				
		Urgent	6				#DIV/0!	#DIV/0!				
	Pulmonary	Routine	6				#DIV/0!	#DIV/0!				
		Urgent	6				#DIV/0!	#DIV/0!				
	Specialty Care - Pediatrics	Pediatric	Routine	6				#DIV/0!	#DIV/0!			
		Allergy/Immunology	Urgent	6				#DIV/0!	#DIV/0!			
Pediatric		Routine	6				#DIV/0!	#DIV/0!				
Gastroenterology		Urgent	6				#DIV/0!	#DIV/0!				
Pediatric Neurology		Routine	6				#DIV/0!	#DIV/0!				
		Urgent	6				#DIV/0!	#DIV/0!				
Pediatric Orthopedics		Routine	6				#DIV/0!	#DIV/0!				
		Urgent	6				#DIV/0!	#DIV/0!				
Pediatric Otolaryngology/ENT	Routine	6				#DIV/0!	#DIV/0!					
	Urgent	6				#DIV/0!	#DIV/0!					
Behavioral Health Care (Independent) ⁽²⁾	Adult BH	Routine	15				#DIV/0!	#DIV/0!				
	Pediatric/Adolescent BH	Routine	15				#DIV/0!	#DIV/0!				
Dental Care	General/Pediatric Dentistry	Routine	20				#DIV/0!	#DIV/0!				
		Urgent	20				#DIV/0!	#DIV/0!				
	Oral Surgery	Routine	10				#DIV/0!	#DIV/0!				
		Urgent	10				#DIV/0!	#DIV/0!				

⁽¹⁾ To be included in a sample, each of the provider should meet the following criteria:
 1. Participates with the MCO's Medicaid Program
 2. Accepts new patients with no limitations
 3. Contracted with the MCO to provide care in one of the specialties listed above

⁽²⁾ Behavioral Health Care includes specialties in Psychiatry, Psychology, Social Work, Licensed Mental Health Counselor, Licensed Chemical Dependency Professional, and Certified Alcohol and Drug Abuse Counselor.

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