
Network Adequacy Overview

July 26, 2022



Agenda

- QA Team Introductions
- Oregon Network Adequacy
 - What is Network Adequacy?
 - CCO Obligations
 - OHA Obligations
- Network Adequacy Improvement Efforts
 - Updated Standards
 - Updated Reporting and Monitoring
- Working Together for Improved Network Adequacy

Oregon Network Adequacy

What is Network Adequacy?

- **CCO's ability to provide reasonable access to care for members.**
 - Our North Star:
Members get the right care, in the right place, at the right time.
- **Current Network Adequacy Focus:**
 - Travel time and distance to appointments
 - Wait time for an appointment
 - Language services
 - Physical accessibility

Oregon Network Adequacy

CCO Obligations

- Ensure network allows for timely and appropriate access to care.
- Monitor, document, report, and evaluate its provider network.
- Remedy deficiencies that are identified.
- Submit accurate and complete Quarterly Provider Capacity Report data.
- Submit annual Delivery System Network Narrative Reports which include information regarding (but not limited to):
 - Members and Member Needs
 - Barriers to and gaps in network adequacy and how CCO addresses these issues
 - Projection of changes in future needs and activities for network development.

Oregon Network Adequacy

OHA Obligations

- Quarterly Provider Capacity Reports
 - Analyze data submitted by CCOs and provide a report in response which addresses:
 - Quality of data submitted
 - Provider Network Count
 - Provider Accessibility

Oregon Network Adequacy

OHA Obligations

- Annual Delivery System Network Evaluations and Health Services Advisory Group (HSAG)
 - Complete Annual DSN evaluation
 - Demonstrates CCO's network adequacy
 - How CCO's monitor their network, resolve gaps, and meet member needs.
 - Conduct time and distance analysis to identify if the network meets access standards, including how CCOs:
 - Ensure their network can meet time and distance standards
 - Ensure network has adequate kinds of providers (PCP and specialists) to meet member needs.

Network Adequacy Improvement Efforts

Update Standards:

- **Initial focus on Time and Distance Standards**
 - Review historical and location data to understand provider supply to member needs around the state.
 - Provider, Member, Claims and Encounter data.
- **Considering data limitations**
 - What stories *aren't* being told by the data?
- **Make informed recommendation for updated standards**
 - Considering both quantitative *and* qualitative data.

Network Adequacy Improvement Efforts

Update Reporting and Monitoring:

- **Streamlining data submission process**
 - Improve communication, reduce administrative burden, create opportunity for deeper engagement around network adequacy.
- **Improved data quality and clarity in reporting**
 - Allow for improvement in identifying the current state of the CCO networks.
- **Updates to quarterly reporting from each CCO**
 - Providers in each network broken out by provider type.
 - Flags to identify groups like Indian Health Services and Rural Health Centers.

Working Together for Improved Network Adequacy

Why OHA Ombuds Advisory Council?

- Existing group that has already been doing work around network adequacy by identifying gaps in access to care.
- Broad representation (CCOs, Providers, and Members) which allows for more perspectives in feedback.

Our Ask: Standing agenda item around Network Adequacy

- Cultivate shared understanding about network adequacy
- QA to share work being completed around network adequacy
- Receive feedback from council to identify if the data we are seeing is aligned with member experience, or not.
 - Use that feedback to guide development of data analysis and assist in informing decisions moving forward.

Questions and Discussion

Please submit follow-up questions, concerns, and stories for Quality Assurance to: HSD.QualityAssurance@odhsoha.oregon.gov

