



# Accessibility FAQ

## What is care accessibility?

- Care accessibility is about members getting the right care, at the right time, in the right place.

## How is appointment availability related to care accessibility?

- One way Magellan tracks our members' level of access to care is by collecting data on appointment availability from providers.

## Why should providers try to meet appointment availability standards?

- To help members get the right care, at the right time, in the right place
- To give members the best chance for successful recovery
- To adhere to provider responsibilities as listed in Magellan credentialing contracts
- To conform to best practices as defined by the National Committee for Quality Assurance (NCQA)
- To meet the expectations of the Virginia Department of Medical Assistance Services (DMAS)

## What are the National Committee for Quality Assurance (NCQA) appointment access standards that Magellan has adopted?

Level of Urgency	Appointment Access Standard
<b>Life-Threatening Emergency:</b> Member requires immediate intervention to prevent death or serious harm to self or others. Requires immediate evaluation within a secure environment. Magellan does not conduct survey calls for this urgency level.	<b>Immediately assist</b> with access to emergent care via <b>911</b> or an <b>emergency room</b>
<b>Non-Life Threatening Emergent:</b> Member requires rapid intervention to prevent acute deterioration which might compromise the patient's safety.	<b>6 hours</b>
<b>Urgent:</b> The clinical situation would likely deteriorate if patient not seen in a timely fashion.	<b>48 hours</b>
<b>Routine:</b> The member is stable enough to remain safe, but requires treatment to diminish distressing symptoms of mental illness.	<b>10 business days</b>

## Are the standards the same, regardless of the size and location of the provider or if the provider is a public or private agency?

- Yes

## Why does Magellan measure and take steps to improve accessibility?

- To ensure optimal care for our members
- To support members in connecting with appropriate providers in a timely manner
- To complete required NCQA activities

### How does Magellan measure appointment accessibility?

- Magellan makes anonymous phone calls to providers to request appointments for situations that fit within each urgency category.
- Magellan records the response and determines if the result of the call meets or does not meet the access standard appropriate for the urgency of the presented situation.

### How does Magellan determine who they will call?

- Magellan selects providers randomly. Claim or authorization volume does not affect provider selection.
- Magellan attempts to minimize repeated calls to the same provider to avoid excessive inconvenience for any one agency.
- At the conclusion of each survey call, the caller will notify the provider that the call is from Magellan as part of the Accessibility Quality Improvement Activity.

### How does Magellan use the data that is collected during the calls?

- Magellan uses the data to draw conclusions about appointment accessibility ***across the network as a whole***.
- The data is **NOT** used to evaluate the performance of any particular provider.
- Magellan ***does not impose a penalty*** when providers are unable to offer an appointment that meets the standards during data collection.

### Are there resources to help providers get started on improving access to care?

- The **Accessibility Self-Evaluation and Action Planning Tool** posted on <http://www.magellanofvirginia.com/> can help you organize your assessment process. You may not be able to address every item listed, but small changes made by many individual providers will accumulate to improve access to care across the provider network.

### What can providers do to help a member if the appropriate appointment timeframe cannot be met?

- Refer the member to, or help the member call, **Magellan Customer Service** at 1-800-424-4046 for a provider referral in the member's area.
- Use the **Magellan Provider Search Tool**, located on the "Welcome" page at <http://www.magellanofvirginia.com/> to help the member find an alternative provider.
- If the member needs to access general community resources, use these websites to assist them with finding help or share the links for independent use:
  - Virginia Easy Access: <http://easyaccess.virginia.gov/>
  - 2-1-1 Virginia: <http://www.211virginia.org/consite/> or call 211

### Where can providers see the accessibility requirements from Magellan?

- Magellan of Virginia, Provider Handbook Supplement:  
<https://www.magellanprovider.com/media/1697/supp.pdf>

### Where can providers learn more about requirements for keeping agency practice information current with Magellan?

- Magellan National Provider Handbook:  
[https://www.magellanprovider.com/media/11893/provider\\_handbook.pdf](https://www.magellanprovider.com/media/11893/provider_handbook.pdf)

### Providers with additional accessibility questions may contact Magellan by E-mail or phone.

- E-mail us at [VAProviderQuestions@MagellanHealth.com](mailto:VAProviderQuestions@MagellanHealth.com)
- Call the **Network Provider Line** at 1-800-424-4536