

DRIVE MEMBER SATISFACTION, ENGAGEMENT & LOYALTY WITH PROVIDER ACCESS & AVAILABILITY SURVEYS

How ATTAC Helped a Large Plan Increase Member Access to Timely Care



Provider access and availability surveys are a critical tool for health plans to meet regulatory and contractual requirements, control costs and improve quality of care. ATTAC helps plans drill beyond survey data to offer concrete advice on how to correct gaps and ultimately elevate member satisfaction.



CHALLENGES

- Survey results indicated that members experienced significant barriers in accessing timely care and that the problems had persisted for several years
- Provider data was housed in multiple systems throughout the organization
- Survey results showed volume of compliant and non-compliant providers, but did not identify invalid or inaccurate provider records
- The plan identified 40% of providers with invalid provider data, which caused members to experience delays in care
- The lack of a root-cause analysis prevented development of an action plan to improve access to care



APPROACH

Using multiple outreach tactics, ATTAC identified every provider to:

- Develop outcome scenarios and identify access and availability results vs. invalid data
- Provide standardized results for reporting and analytics to identify trends that could negatively impact member access to care
- Identify outcomes based on types of invalid data, which allowed the plan to update its provider directory
- Conduct outreach and obtain corrected provider data
- Contact providers about education needed and identify ways the plan could help improve access to timely care



RESULTS

ATTAC's solutions helped the plan:

- Identify the top barriers, e.g., 18% of providers were unaware of requirements prior to ATTAC's education outreach, and 34% of providers had inaccurate data
- Increase member access to timely care by 20%
- Increase access to providers after hours by 16%



WHY WORK WITH ATTAC CONSULTING GROUP?

We help plans:

- Improve scores, beyond just the exercise of measuring
- Drive year-over-year results through provider education
- Capture detailed, actionable provider data to fix root-cause access problems

ATTAC supports all provider-related activities for managed care organizations and health plans, health systems, accountable care organizations, clinically-integrated networks, independent physician associations and large provider groups. **We're experts in network strategy and development, network operational effectiveness and compliance.** Our flexible approach helps meet the needs of clients in commercial, Medicaid, Medicare, special needs, and workers' compensation programs across the United States.

Sample Appointment Availability Report

Health Plan Name		Total Surveys	Completed	Remaining
Appointment Availability - FY 2023		2139	1710	429
Phase 1 - Initial Survey				
Survey Completion Date			Completed %	Remaining %
11/28/2022			79.94%	20%
12/5/2022				

Appointment Availability Results Summary - Weekly									
#	%	Abort		Compliant		Non-Compliant		Total	
		#	%	#	%	#	%	#	%
1	0.26%	113	29.20%	162	41.86%	111	28.68%	387	100.00%

Abort Status		
Appointment Availability Survey Status	Abort	Total
Abort - Invalid #	18	18
Abort - Invalid Target	20	20
Abort - Not at this practice	50	50
Abort - Provider States NonPar	21	21
Abort - Retired	4	4
Total	113	113

Non-Compliant Root Cause	
Root Cause Details	Count of Root Cause Details
Other (please provide Root Cause notes)	1
Not Enough Providers in the Office	1
No Reason Given	2
Busy Season - i.e. Flu, Holidays	4
Total	8

Non-Compliant Root Cause Notes Summary		
Root Cause Notes	Non-Compliant	Total
NP on Vacation 12.5.22 - 12.16.22	1	1
Total	1	1

Surpass simple measurement to truly improve member satisfaction, loyalty and access to care.

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