

# HOW ATTAC HELPED A TOP-FIVE NATIONAL HEALTH PLAN INCREASE COMPLIANCE BY MORE THAN 20%

**Provider Access and Availability Surveys Improve Outcomes, Data and Provider Compliance**



## Client Engagement Description

A top-five national health plan's appointment availability and after-hours access survey results showed significantly high non-compliance.



### CHALLENGES

- Significant percentage of incomplete data not captured by previous survey vendor did not allow for resolution
- Very limited differentiation of reported non-compliance
- No root-cause details provided, only non-compliance



### APPROACH

- Extended analytics allowed plan to easily differentiate non-compliance vs. invalid data along with standardized results for regulatory reporting
- Stratified and reported on outcomes based on different types of compliance and/or data issues
- Experienced follow-up provider education and re-surveying improved compliance
- Enhanced service at a cost competitive with the plan's previous vendor



### RESULTS

- ATTAC's analytics, reporting and provider education helped the plan increase compliance by more than 20 percent.

# WHY WORK WITH ATTAC CONSULTING GROUP?



## **ATTAC performs provider access and availability surveys to improve compliance and enhance survey ROI.**

We offer a flexible and transparent approach to support all provider-related activities for managed care organizations and health plans, health systems, accountable care organizations, clinically integrated networks, independent provider associations and large provider groups.

Partnering with ATTAC to perform your provider access and availability surveys can improve compliance and enhance survey ROI. We deliver:

- Substantially improved reported compliance outcomes
- Detailed, reportable and actionable data
- Effective provider education that enhances compliance
- Ongoing network and data management, regulatory reporting and No Surprises Act validation programs

Talk with us about how ATTAC can reengineer your access and availability process and improve results paramount for your success.

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