



PROVIDER ACCESS & AVAILABILITY SURVEY (PAAS) IMPROVEMENT

An ATTAC Provider Network Case Study



CHALLENGES

- The plan's provider access and availability survey results showed significant non-compliance 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
- 40% of prior surveys were non-compliant due to invalid provider data
- There was no root-cause analysis related to reported non-compliance



APPROACH

- ATTAC employed telephonic outreach to survey every identified provider to:
- Develop outcome scenarios and identify non-compliant survey results vs. invalid data
 - Provide standardized results for reporting and analytics
 - Identify outcomes based on types of invalid data
 - Conduct separate outreach to correct data
 - Contact providers about education needed and identify root causes for non-compliance



RESULTS

- ATTAC's solutions helped the plan:
- Increase reportable appointment availability compliance by 20%
 - Increase reportable after-hours accessibility compliance by 16%



WHY WORK WITH ATTAC CONSULTING GROUP?

We assist with:

- Improving scores, beyond just the exercise of measuring
- Driving year-over-year results through provider education
- Capturing 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 Status 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 noted)	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 12.3.22 - 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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