

CASE STUDY

Medicaid Plan Improves Access to Care with Enhanced Provider Access Surveys

A national Medicaid plan wanted to move beyond basic access to care compliance reporting and use its provider surveys to drive provider access improvement. Prior access survey reports were too high level, offering access compliance percentages without providing the detail needed to address challenges, make improvements, and increase satisfaction. The plan sought surveys with insightful data they could turn into meaningful action.

CLIENT PROFILE

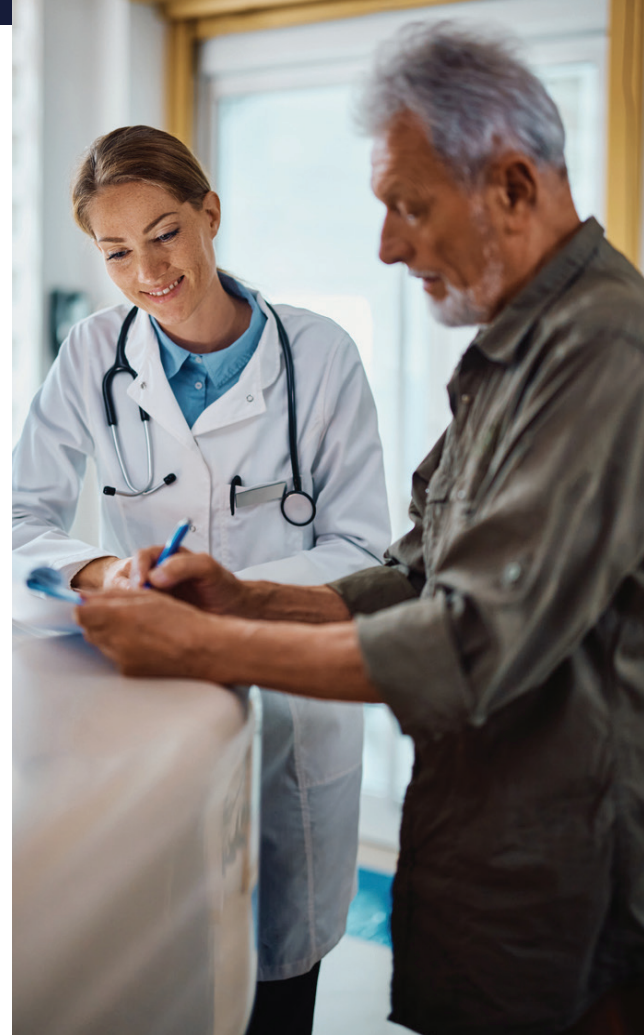
- Large national Medicaid health plan
- 8,000 initial access surveys, 1,900 follow-up surveys across statewide network

THE CHALLENGE

- Members faced barriers to timely care
- Provider data was fragmented and unreliable across multiple systems
- Compliance-only reporting gave no insight into why providers were non-compliant, how to improve or where improvement was needed

THE ATTAC APPROACH

- Designed an **enhanced survey instrument** to capture more meaningful data
- Developed **new reporting** to separate and pinpoint specific access problems from data inaccuracies
- Conducted **outreach to correct provider records**
- **Educated providers** between initial and follow-up surveys



RESULTS

- ✓ **More accurate regulatory reporting and network visibility**
- ✓ **Identified top barriers:**
 - 18%** of providers unaware of requirements
 - 34%** of providers had inaccurate data
- ✓ **Increased member access:**
 - +20%** timely access improvement
 - +16%** increase in after-hours access

Ready to achieve real ROI from your survey spend? Schedule a call today.