

Practice Self-Assessment Tool for Accessibility

(Highmark Health Options Delaware Medicaid)

Provider Type These are the provider types monitored.	Appointment Type/Protocol These are the appointment types or protocol monitored. <i>Note: Providers must maintain a master history of appointments for a minimum of one year from the date of service to allow for monitoring and investigation of grievances related to scheduling.</i>	Accessibility Standard You must meet this criteria to be considered compliant.	Accessibility Audit Questions These are the questions that the accessibility audit call-agents may ask when they contact your office. The call-agent will request that you review the practice appointment schedule to identify the next available appointment slot (for in-person visit or telemedicine visit) or identify your practice sites protocol for the standard. The questions refer to established patients, unless specifically identified in the question. Important: If your practice site uses a call center to schedule member appointments, please ensure that the call center staff is educated on the access standards and audit process.
Appointment Access			
PCP, Specialist	Emergency Services Covered inpatient and outpatient services that are furnished by a provider that is qualified to furnish these services under Delaware Medicaid and that are need to evaluate or stabilize an emergency medical condition • Seizure, diabetic coma, cardiac arrest, obvious fracture	Available 24/7 Emergency care is available on an immediate basis, at the nearest facility available, regardless of whether the facility is a participating provider.	If a patient contacts your office after normal business hours needing emergency care, how would you instruct the patient?
PCP, Specialist	Emergency Medical Condition A medical problem so serious that you must seek care right away to avoid severe harm. • High-grade fever, persistent vomiting or diarrhea or symptoms which are of sudden or severe onset, but which do not require emergency room services	Same day	If a patient contacts your office today with an emergency condition, how soon could they be seen by any practitioner in the office?
PCP, Specialist	Urgent Care Treatment of a condition that is potentially harmful to a patient's health and for which it is Medically Necessary for the patient to receive treatment within 48 hours to prevent deterioration. • Persistent rash, recurring high-grade temperature, non-specific pain or fever	Within 2 calendar days (48 hours)	If a patient contacts your office today for an urgent care appointment, how soon could they be seen by any practitioner in the office?
PCP, Specialist	Routine Care The treatment of a condition that would have no adverse effects if not treated within 48 hours or could be treated in a less acute setting (e.g., physicians's office). • Well-child EPSDTs, routine physical exams	Within 3 weeks (21 calendar days)	If a patient contacts your office today for a routine preventative care appointment, how soon could they be seen by any practitioner in the office?
OB-GYN Specialist	Maternity Care-1st Trimester	Within 3 weeks (21 calendar days)	If a patient contacts your office today for a 1 st Trimester Maternity appointment, how soon could they be seen by any practitioner?
OB-GYN Specialist	Maternity Care-2nd Trimester	Within 7 calendar days	If a patient contacts your office today for a 2 nd Trimester Maternity appointment, how soon could they be seen by any practitioner?
OB-GYN Specialist	Maternity Care-3rd Trimester	Within 3 calendar days	If a patient contacts your office today for a 3 rd Trimester Maternity appointment, how soon could they be seen by any practitioner?
OB-GYN Specialist	High-risk pregnancies	Within 3 calendar days	If a patient contacts your office today with a confirmed high-risk pregnancy, how soon could they be seen for an initial prenatal care appointment by any practitioner?
PCP, Specialist	Office Waiting Times	Patients with scheduled appointments will not wait longer than one hour before being seen by a practitioner If there is a delay that will result in more than a 90-minute wait, then the patient must be offered a new appointment.	How long does a patient wait in the office waiting room before actually being see by a practitioner for a scheduled appointment? If there is a delay that will result in more than a 90-minute wait do you offer the patient a new appointment?

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Behavioral Health Practitioner	Emergency Services	Within 24 hours	If a patient contacts your office today for an emergency behavioral health appointment, how soon could they be seen by any behavioral health clinician?
Behavioral Health Practitioner	Immediate Treatment Ensure immediate referral and warm transfer to crisis providers for members experiencing a behavioral health crisis, including mobile team response based on the acuity of the member.	Within 1 hour	If a patient who is having a behavioral health crisis, and is potentially suicidal, contacts your office today in need of immediate treatment, how soon could they be seen by any behavioral health clinician?
Behavioral Health Practitioner	Follow-up Visit After Discharge • Examples include: Members being discharged from an inpatient or residential setting to a community placement; or members seen in an emergency room, or by a BH crisis provider for a BH condition.	Within 2 business days	If a patient contacts your office today for a follow-up outpatient appointment, after being discharge from the emergency room or by a crisis provider, how soon could they be seen by any behavioral health clinician?
Behavioral Health Practitioner	Routine outpatient services with a non-prescribing clinician for an initial assessment	Within 7 calendar days	If a patient contacts your office today for a routine outpatient care appointment for an initial assessment, how soon could they be seen by any non-prescribing behavioral health clinician?
Behavioral Health Practitioner	Non-emergency outpatient services for prescribing clinician services	Within 3 weeks (21 calendar days)	If a patient contacts your office today for a non-emergency behavioral health appointment, how soon could they be seen by any <u>prescribing</u> behavioral health clinician?
Behavioral Health Practitioner	Non-Life-Threatening Emergency	Within 6 hours or directed to emergency room or behavioral health crisis unit.	If a patient contacts your office today for a non-life-threatening emergency, how soon could they be seen by any behavioral health practitioner?
Behavioral Health Practitioner	Urgent Care	Within 48 hours	If a patient contacts your office today for an urgent care appointment, how soon could they be seen by any behavioral health practitioner?
Behavioral Health Practitioner	Initial Routine Care	Within 10 business days	If a patient contacts your office today for an initial routine care appointment, how soon could they be seen by any behavioral health practitioner?
Behavioral Health Practitioner	Follow-up Routine Care	Within 15 business days	If a patient contacts your office today for an follow-up routine care appointment, how soon could they be seen by any behavioral health practitioner?

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Behavioral Health Access Detail: Definitions, examples, and scenarios related to the behavioral health access standards are located on our provider website at <https://www.highmarkhealthoptions.com/providers/provider-resources/accessibility-to-core-standards/>.

After-hours Access			
PCP, Behavioral Health Practitioner	After-hours Care	<p>After hours calls from members with an emergent or urgent medical condition will be handled within one hour of the member contacting the practice site – through immediate instruction or member receives call back from practice site with instruction, within one (1) hour.</p> <p>Instructions provided by the practice will include one or more of the following options: *Call 911/988 or go to nearest emergency room *Direct patient to behavioral health crisis unit, crisis intervention or mobile response team *Direct patient to go to an urgent care center *See patient same day *See patient at another location same day</p> <p>Important reminders: Practice sites must be accessible to members 24 hours a day/7 days a week.</p> <p>Our members must be instructed to call 911/988 or go directly to the emergency room in the case of a true emergency.</p> <p>Answering services or machines must instruct members on how to reach an on call physician/clinician. The member must receive a phone call within one hour with instructions.</p>	If a patient contacts your office after normal business hours needing emergency care, how would you instruct the patient?