OHP timely access to care

Standards and monitoring overview

OHP access standards

- Per Medicaid regulations, **<u>ALL</u>** OHP providers must meet certain timely access to care standards for OHP patients

- The requirement includes ensuring that scheduling and rescheduling of patient appointments are appropriate for the reasons and urgency of the visit

- The applicable laws and regulations are:
  - OAR 410-141-3515 (outlines time requirements for all appointment types)
  - OAR 410-123-1510 (outlines standard for pregnant women)
  - 42 CFR 438.206 (outlines all requirements states must fulfill to ensure availability of covered services including that services are made available 24 hours/7 days a week)

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What are the OHP timely access to care standards for oral care?

All OHP patients should be seen, treated and referred within the following time frames:

| Routine appointments **8 weeks (56 days)** | Pregnant women **4 weeks (28 days)** | Urgent care **1 week (7 days)** | Emergencies **1 day (24 hours)** |

OHP providers must also ensure that services are made available to patients 24 hours/7 days a week

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Monitoring access

- To ensure that ODS providers participating in OHP are complying with these access standards, the OHA and all coordinated care organizations we contract with require that we monitor the timing for the various appointment types for all contracted providers

- As a result, we are required to have providers complete a Third Next Available Appointment survey
  - Any providers operating in PacificSource regions (Marion, Polk, Hood River, Wasco, Jefferson, Crook, Deschutes, and Lane counties) must complete the survey on a <u>weekly basis</u>
  - All other providers must complete survey on a monthly basis

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Third Next Available Appointment

- Third Next Available Appointment (TNAA) is the healthcare industry standard measure of access to care. It indicates length of time a member waits to be seen.

1 day   7 days   28 days
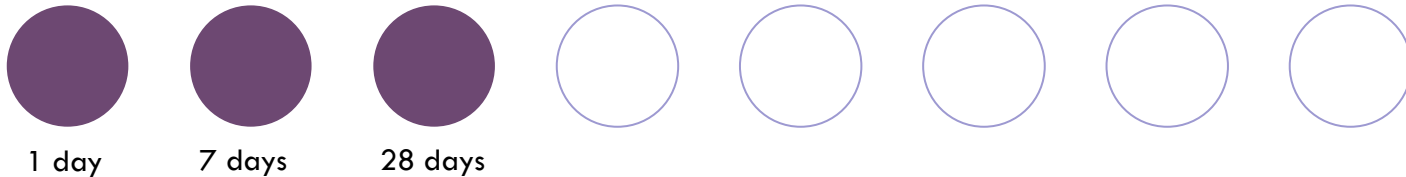
- The TNAA is used because it is a more accurate measure (better reflects slot availability in your schedule) than the next or second available appointments, which are often the result of cancellations, working patients into the schedule or other events that are not predictable

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Who is required to complete the TNAA survey?

Provider type	Routine TNAA	Urgent TNAA	Emergent TNAA	Pregnant TNAA
Provider seeing OHP patients	YES	YES	YES	YES
Provider **NOT** accepting NEW OHP patients	YES	YES	YES	YES
Provider accepting NEW OHP patients	YES	YES	YES	YES
General dentist with OHP patients	YES	YES	YES	YES
Pediatric dentist with OHP patients	YES	YES	YES	YES
Specialty dentists with OHP patients	YES	NO	NO	NO

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Helpful tips to complete the TNAA survey

Bookmark the survey link to your preferred web browser for easy access

Set a reoccurring calendar reminder at a time that is convenient for you to fill out survey

Let us know ahead of time if your clinic will be closed for various reasons so we will be aware that your data won't be coming in that week

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Helpful tips to complete the TNAA survey

Take note of the day you are completing the survey and note that as a possible reason for noncompliance. For example, your operating schedule may not allow for TNAA within one day if you took the survey Friday afternoon and your clinic is closed Saturday and Sunday.

If possible, make sure that multiple people in the clinic are aware of this reporting requirement and access standards in case there is a vacation or sick absence that would prevent the survey from being completed

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Noncompliant providers

- If the TNAA data reported shows that a provider is not meeting the timely access to care standards, you will need to indicate reasons why and your plan to gain compliance with these standards

- If noncompliance continues, we will contact you to discuss reasons and request a corrective action/improvement plan

- If improvement is not demonstrated, we will consider taking further actions, **which could include terminating your OHP contract**

! **NOTE:** All providers **must** complete the TNAA survey. Those who do not or refuse to do so could be issued a corrective action and/or removed from ODS' OHP Program.

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Resources and information

For more information, please review the following ODS policies found on our website:

- [Access monitoring](#)

- [Appointment scheduling](#)

- [ODS Community Dental Provider Handbook](#) pg. 21-22

If you have any questions or need further assistance you can also contact ODS directly at tnaa@odscommunitydental.com.

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Thank you