

Rules based, data driven

Network Adequacy

Review and Regulation

10:00 am-11:30 am CST
January 28, 2016
Regulatory Health Link Division,
Arkansas Insurance Department



Architectural Principles

- *Align with available Federal/National standards or efforts if feasible*
- *Build collaboratively – across organizations, disciplines*
- *Perfection should not be the enemy of the good*
- *Build incrementally - Over years and scope*
- *Apply Pareto's 80-20 principle for every phase*
- *Seek lessons learned – from others and within.*

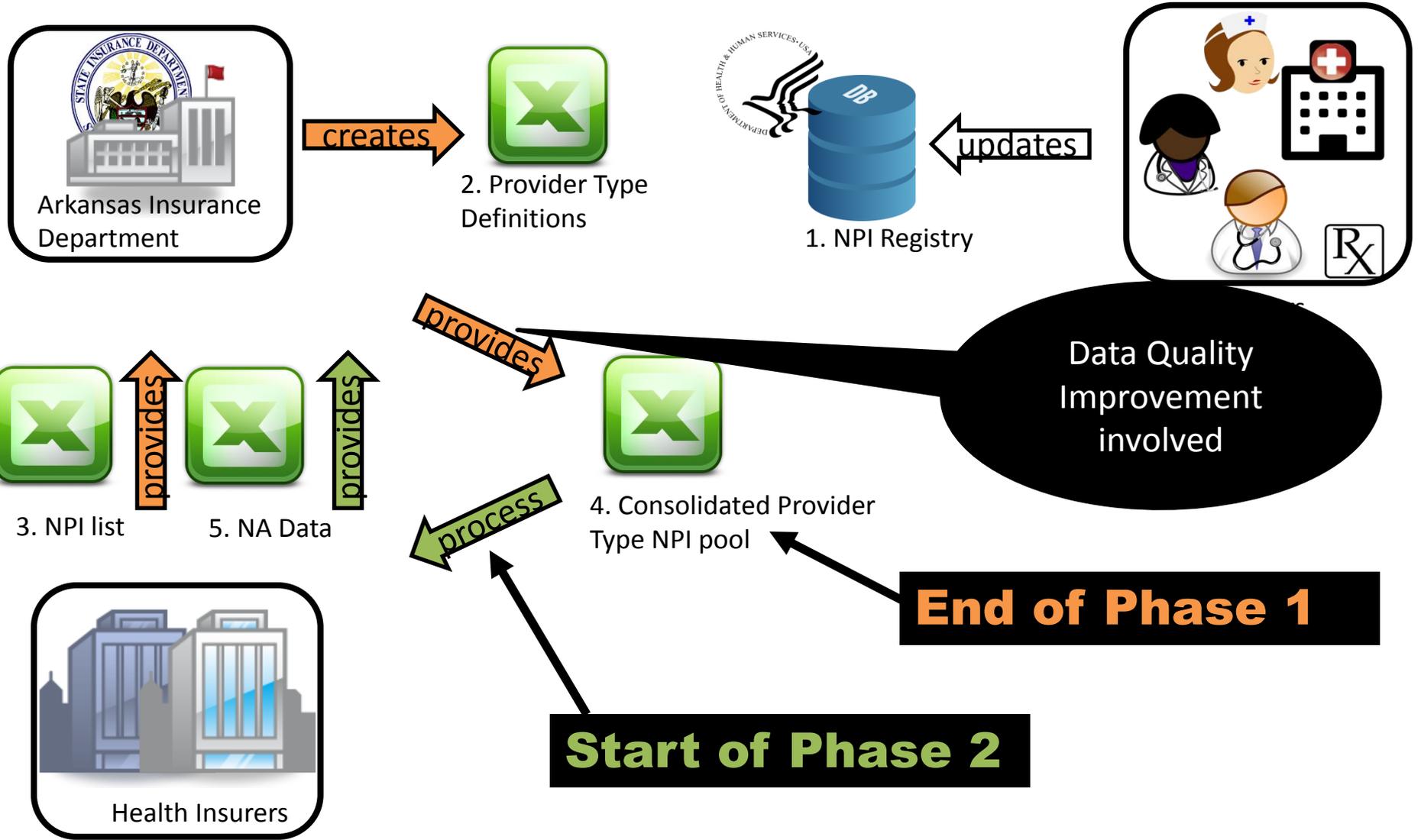
Objectives of this Meeting

- Appraise industry of the efforts needed in the NA Data Preparation (Phase 1) in February, 2017

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PHASE 1 DETAILS

Phase 1 Details

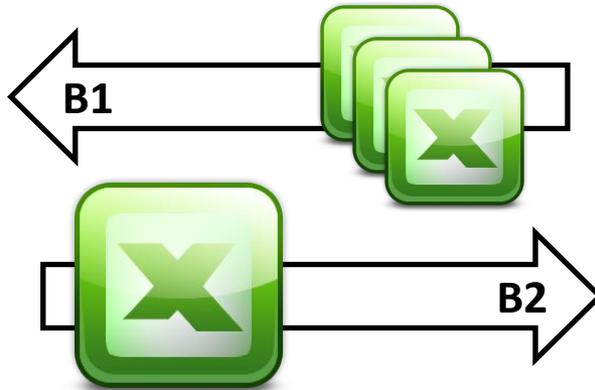


Phase 1 Details continued

2 Stage NPI Data Quality improvement

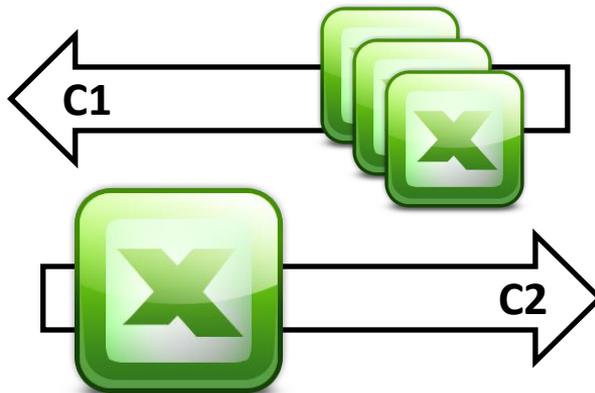


Arkansas Insurance
Department



Health Insurers

Stage 1: Consolidation of feedback



Stage 2: Consolidation of decisions

Stage 1: Data Description

B1	Additions or Deletions to Provider Type-NPI list with reason(s)
B2	Consolidated Objections/ Suggestions with reason(s). Carrier de-identified.

Stage 2: Data Description

C1	Carrier vote on B2 using objections
C2	Final consolidated NPI pool per criteria

Process Diagram elements

Process#	Actor	Process	Input(s)	Output(s) (Important: See notes 1 & 2)	Tentative Start Date	Tentative End Date
2.30	Individual Carriers	Carriers communicate changes necessary to the Consolidated Provider Type-NPI list through addition/deletion suggestions in the template provided by AID	1) <i>Consolidated Provider Type-NPI list</i> - Output from Process#2.20	1) Addition-Deletion suggestions to the Provider Type- NPI list via template provided by AID (Suggested file name "<Date of submission in YYYYMMDD format>_<Carrier NAIC#>_<Carrier name>_Provider_Type_NPI_Add Delete.csv")		2/11/2016
2.40	AID	AID consolidates Addition-Deletion suggestions to the Provider Type-NPI list for Industry to vote.	1) Output of Process#2.30	1) Consolidated Addition-Deletion suggestions to the NPI-Taxonomy association information (AID file name "PY2017 Industry Provider Type Addition-Deletion suggestions")		2/15/2016
2.50	Individual Carriers	Carriers vote on the consolidated Addition-Deletion suggestions to the Provider Type-NPI list via Process#2.40	1) Output of Process#2.40	1) Individual carrier votes on the Consolidated Addition-Deletion suggestions to the NPI-Taxonomy association information		2/24/2016

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PHASE 1 ACTORS

Who are the industry Phase 1 “Actors”?

-Entities using the same health network (Entity required to validate this)	Officially Designated NA SME contacts	AID’s internal reference name	Submitted NPI List?
AETNA, Coventry	?	ATENA	
Ambetter, Arkansas Health & Wellness Solutions, Celtic Insurance Company	Bryan Meldrum/Jamie Gilmore	AMBETTER	Yes
HMO Partners, Health Advantage, US Able Mutual Insurance Company, Arkansas BCBS	Benjamin Butler/Dan Stevens	BCBS	Yes
Connecticut General Life Insurance Company, CIGNA Health and Life Insurance Company	?	CIGNA	
Federated Mutual Insurance Company	?	FEDERATED	
Freedom Life Insurance Company of America	?	FREEDOM	
Humana Insurance Company	?	HUMANA	
QualChoice Life and Health Insurance Company, QCA Health Plan	Mark Johnson/Karen Green	QUALCHOICE	Yes
United Health Care Insurance Company, United Health Care of River Valley, United Health Care Life Insurance, United Health Care of Arkansas	Paul Burnett/Justin Weatherford	UNITED	

AID's needs validation of "Actor" data

- Is the grouping of entities correct in terms of using essentially the same network?
 - If not provide updated grouping
- Provide Network Adequacy SME contact information, if missing, to Compliance Officer Thomas.Herndon@arkansas.gov by January 29, 2016

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“PY2017 NA REVIEW PROCESS” UPDATES

“PY2017 NA Review Process”

Phase 1 details finalized -1

- Phase 1 process dates finalized
 - To be completed by February, 2016
 - 1st process – NPI List submission ending Friday 1/29/2016
 - 5 processes remaining.
 - 3 for AID. Average turnaround time: 5 calendar days
 - 2 for industry. Average turnaround time: 8.5 calendar days
- Phase 1 data interaction file names established

“PY2017 NA Review Process”

Phase 1 details finalized -2

- Phase 1 data interaction file names established.
 - Both industry and AID should know where and what to look for
 - AID would always share their data using the webpage <http://rhld.insurance.arkansas.gov/Default/NetworkAdequacy>
 - Industry should always submit their data to AID’s secure FTP Server using an updated data submittal document (explained in later slides)
 - Industry requested to follow file name suggestions in “PY2017 NA Review Process”.

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Dates finalized for each actor in Phase 1 for each constituent process

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Example: BCBS would submit this process data on 2/11/2016 to AID secure FTP server with the name "20160111_83470_BCBS_Provider_Type_NPI_AddDelete.csv"

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Example: By 2/15/2017, AID would place file with the label "PY2017 Industry Provider Type Addition-Deletion suggestions" within the web page <http://rhld.insurance.arkansas.gov/Default/NetworkAdequacy>

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DATA EXCHANGE LAYOUT

Initial PY2017 Provider Type-NPI list

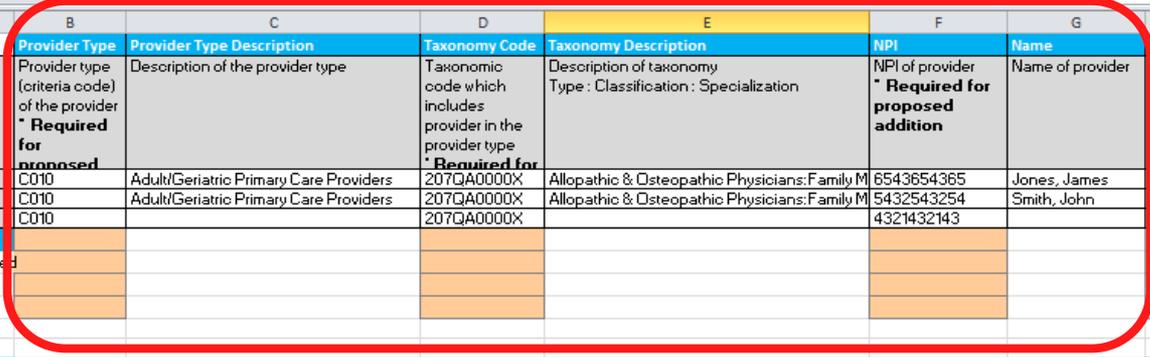
- Document generated after consolidating NPI lists
- AID intends to publish by 2/3/2016
- One of several documents AID will publish
- Excel Document
- Sorted by Provider Type, NPI, Taxonomy

Provider Type	Provider Type Description	Taxonomy Code	Taxonomy Description	NPI	Name
Provider type (criteria code) of the provider * Required for proposed addition	Description of the provider type	Taxonomic code which includes provider in the provider type * Required for proposed addition	Description of taxonomy Type : Classification : Specialization	NPI of provider * Required for proposed addition	Name of provider
C010	Adult/Geriatric Primary Care Providers	207QA0000X	Allopathic & Osteopathic Physicians:Family Medicine	6543654365	Jones, James
C010	Adult/Geriatric Primary Care Providers	207QA0000X	Allopathic & Osteopathic Physicians:Family Medicine	5432543254	Smith, John
C010		207QA0000X		4321432143	

Microsoft Excel ribbon showing File, Home, Insert, and ribbon tabs: Clipboard, Font, Alignment, Number, Styles, Cells, Editing.

E40

	A	B	C	D	E	F	G	H	I	J
1		Provider Type	Provider Type Description	Taxonomy Code	Taxonomy Description	NPI	Name	Action	NAIC	Reason
	Description:	Provider type (criteria code) of the provider * Required for proposed	Description of the provider type	Taxonomic code which includes provider in the provider type * Required for	Description of taxonomy Type : Classification : Specialization	NPI of provider * Required for proposed addition	Name of provider	Proposed action: Blank - no action Add - add this provider to the type Remove - remove this provider	Issuer's NAIC making requested action * Required for proposed addition	Optional reason for proposed action
3	Sample No Change:	C010	Adult/Geriatric Primary Care Providers	207QA0000X	Allopathic & Osteopathic Physicians:Family M	6543654365	Jones, James			
4	Sample Removal:	C010	Adult/Geriatric Primary Care Providers	207QA0000X	Allopathic & Osteopathic Physicians:Family M	5432543254	Smith, John	Remove	98765	no longer practicing
5	Sample Addition:	C010		207QA0000X		4321432143		Add	98765	improperly listed in NPPES data
6	Additions Here ==>									
7	add new rows if needed									
8										
9										
10										
11										
12	Data Starts Here ==>									
13	mark "Delete" if needed									
14										
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MISCELLANEOUS

Data Submission Document updated



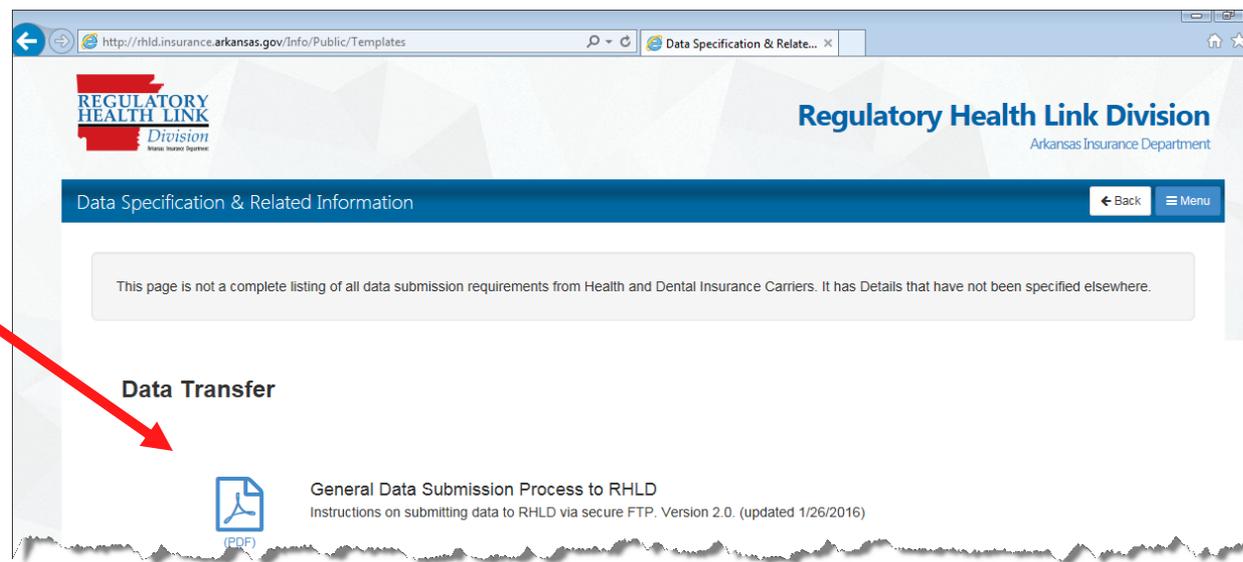
Arkansas Insurance Department
**General Data Submission Process
from Carriers to RHL D**

Version 2.0

Last Edited: January 26, 2016

Data Submission Document updated

- All Phase 1 data submissions should be using the updated “General Data Submission Process to RHLD Version 2.0”
- Intended for technical personnel
- Located at <http://rhld.insurance.arkansas.gov/Default/NetworkAdequacy>



The screenshot shows a web browser window with the URL <http://rhld.insurance.arkansas.gov/Info/Public/Templates>. The page header includes the Regulatory Health Link Division logo and the text "Regulatory Health Link Division Arkansas Insurance Department". A blue navigation bar contains "Data Specification & Related Information" and "Back Menu" buttons. A grey box contains the text: "This page is not a complete listing of all data submission requirements from Health and Dental Insurance Carriers. It has Details that have not been specified elsewhere." Below this, the heading "Data Transfer" is visible. A red arrow points from the left side of the slide to a PDF icon labeled "(PDF)". The PDF title is "General Data Submission Process to RHLD" with the subtitle "Instructions on submitting data to RHLD via secure FTP. Version 2.0. (updated 1/26/2016)".

NPI Relationship data

- AID expecting data and data processing specification ownership by Industry.
- This dataset should ideally be consolidated and available by March 1, 2016.

Provider-Enrollee Ratios

CriteriaID	Criteria Reference	Ratio Standard for Network (Provider /Members)
C010	Access to Adult/Geriatric Primary Care Providers	1/250
C020	Access to Pediatric Primary Care Providers	1/500
C030	Access to Mental Health/Behavioral Health/Substance Use Disorder Facility	1/750
C040	Access to Mental Health/Behavioral Health Providers	1/750
C050	Access to Substance Use Disorder Providers	1/1000
C060	Access to Oncologists	1/1000
C070	Access to Skilled Nursing Facilities	1/1000
C080	Access to Cardiologists	1/750
C090	Access to OB/GYN	1/500
C100	Access to Pulmonologists	1/1000
C110	Access to Endocrinologists	1/1000
C120	Access to FQHC	1/1000
C130	Access to Ryan White	1/1000
C140	Access to Family Planning	1/1000
C150	Access to Indian Provider	1/1000
C160	Access to All Hospitals	1/1000
C170	Access to School-Based Providers	1/1000
C180	Access to Hospital by Licensure Type-Acute Care	1/1000
C200	Access to Hospital by Licensure Type-Mental Health & Substance Abuse	1/2500
C210	Access to Hospital by Licensure Type-Rehabilitation	1/2500
C220	Access to Rheumatologists	1/1000
C230	Access to Ophthalmologists	1/1000
C240	Access to Urologists	1/1000

Provider-Enrollee Ratios

- AID will review the ratios
- Industry comments/suggestions on the ratios

What Next?

- Industry to validate/correct/complete “Actor” data by 1/29/2016
- NPI List by issuers (“actors”) missed by AID initially due by 1/29/2016
- AID will publish “Initial PY2017 Provider Type-NPI list” by 2/3/2016.
- Comments on Provider-Enrollee ratios by 2/3/2016
- Industry to process AID’s data and provide Addition-Deletion feedback by 2/11/2016

Please contact compliance officer

Thomas.Herndon@arkansas.gov on questions you may have on the above.

Next Meeting?

- Date: Thursday, 2/4/2016.
- Format: Web based only
- Duration: 60 minutes
- Topic: How industry would use AID's "Initial PY2017 Provider Type-NPI list" to provide feedback.

