

## **Medicaid Emergency Department Use Information and Data Request due by noon Nov. 20, 2015**

The Legislative Budget Board is looking into after-hours access to primary care providers (PCPs) and emergency department (ED) alternatives. HHSC requests all Medicaid MCOs (STAR, STAR+PLUS, STAR Health) to respond to the questions below. Only one response is needed for each Medicaid MCO.

**Please email your responses by noon on November 20, 2015 to Rhyne Simon at [rhyne.simon@hhsc.state.tx.us](mailto:rhyne.simon@hhsc.state.tx.us).**

1. What is the process used by your MCO to verify PCP compliance with managed care contract requirement 8.1.4.2 regarding 24/7 telephone access by delivery model and MCO? What does each MCO do if a PCP is not in compliance?
  - Section 8.1.4.2: The MCO must require, through contract provisions, that PCPs are accessible to Members 24 hours a day, seven (7) days a week. The MCO is encouraged to enter into Network Provider agreements with sites that offer primary care services during evening and weekend hours.
  
2. What has your MCO done to:
  - a) Increase client access to ED alternatives (e.g., working with PCPs to offer same day and extended/weekend hours, contracting with other provider types such as urgent care clinics, etc.)?
  - b) Help ensure that clients are aware of and connected to available ED alternatives?