



TIMELY ACCESS TO CARE: ACCESS & AVAILABILITY

ACCESS STANDARDS AND SURVEY QUESTIONS

PROVIDER EDUCATION SERIES

How is the Audit Measured?

TRICARE Prime Demo® by CareSource Military & Veterans™ Access Standards*

	APPOINTMENT TYPE	STANDARDS
1 PPRIMARY CARE MANAGER (PCM) & SPECIALIST APPOINTMENT AVAILABILITY	PCM	
	Regular/Routine Care	Not to exceed 1 Week
	Well-Patient Visit	Not to Exceed 4 Weeks
	Urgent Care Visit	Not to Exceed 24 Hours
	NON-PCM/SPECIALISTS	
	Specialists	Not to Exceed 4 Weeks
2 MENTAL HEALTH (MH) APPOINTMENT AVAILABILITY	PRESCRIBING AND NON-PRESCRIBING	
	Initial Visit Routine Care	Not to Exceed 10 Business Days
	Follow-Up Routine Care	Not to Exceed 30 Calendar Days
	Non-Life-Threatening Emergency	Not to Exceed 6 Hours
	Urgent Needs	Not to Exceed 48 Hours
3 AFTER-HOURS AVAILABILITY	PCM AND MH PROVIDER	
	Telephone Access	24 Hours a Day, 7 Days a Week
	PCM and MH providers must provide 24-hour availability to your TRICARE Prime Demo patients by telephone. Whether through an answering machine or a taped message used after hours, patients should be given the means to contact their PCM/MH* provider or a back-up provider to be triaged for care. It is not acceptable to use a phone message that does not provide access to you or your back-up provider and only recommends emergency department use for after hours. *MH providers may refer their patients to the 988 Suicide & Crisis Hotline or Mental Health Crisis line at 1-833-227-3111 if a provider is not available for the call.	
URGENT AND EMERGENCY CARE	Urgent Care Providers	Not to Exceed 24 Hours
	Emergency Needs	Immediately Upon Presentation



*Please refer to your Provider Manual or TRICARE Prime Demo representative for the most current Access Standards

A&A AUDIT QUESTIONS & PASS/FAIL RESPONSES

01 PCM & NON-PCM/SPECIALIST APPOINTMENT AVAILABILITY

Appointment Type	Question	Response Options	
		PASS	FAIL
Regular/Routine Care	The provider is required to schedule routine appointments within <INSERT STANDARD> of the patient's request. If a patient calls for a routine visit, would you be able to see them within <INSERT STANDARD>?	YES	NO
	Can another <TRICARE Prime Demo> provider within the same office see the patient within <INSERT STANDARD>?	YES	NO
Non-Urgent Sick Primary Care	If I needed to make an appointment for a non-urgent/sick primary care visit, would I be able to obtain an appointment within <INSERT STANDARD>?	YES	NO
	Can another TRICARE Prime Demo provider within the same office see the patient within <INSERT STANDARD>?	YES	NO
Urgent Needs	Could I obtain an urgent appointment within <INSERT STANDARD>, meaning within <INSERT # of business days>? For example, if I had experienced an asthma attack within the last 24 hours.	YES	NO
	If <provider> is unavailable, would I be able to schedule with another provider in the practice in place of <provider>?	YES	NO
Emergency Needs	What would you tell a caller in an emergency situation?	<p>Hang up and dial 911. Go to the nearest emergency room. Go to an urgent care center. Same day appointment/can be seen immediately.</p> <p>(Correct response is at least one of the above to pass)</p>	<p>Stay on the line to be connected to on-call provider. Leave your name/number, someone will call you back. Provide another number to contact provider. Doctor or on-call provider can be paged. Other (doesn't fit in any above response). Don't know. No answer/refuses.</p>



A&A AUDIT QUESTIONS & PASS/FAIL RESPONSES

02 PRESCRIBING AND NON-PRESCRIBING MH APPOINTMENT AVAILABILITY

Appointment Type	Question	Response Options	
		PASS	FAIL
Initial Care	Initial care appointments for new patients are required to be made within <INSERT STANDARD> of the beneficiary contacting your group. If a patient calls for a new patient appointment, would you be able to see them within <INSERT STANDARD> including walk-in or telehealth appointments?	YES	NO or Provider does not offer this service to beneficiaries.
Follow-Up Routine Care	Follow-up care appointments are required to be made within <INSERT STANDARD> of a previous appointment if medically necessary. If a patient calls for a follow-up appointment, would you be able to see them within <INSERT STANDARD> when medically necessary, including walk-in appointments or telehealth, with any MH professional?	YES	NO or Provider does not offer this service to beneficiaries.
Urgent Needs	Urgent care appointments are required to be made within 48 hours of the beneficiary contacting your group with a need. If a patient calls in with an urgent care crisis, would you be able to treat them within <INSERT STANDARD> including walk-in or telehealth appointments?	YES	NO
Non-Life-Threatening Emergency	Non-life-threatening emergency appointments are required to be made within <INSERT STANDARD> of the beneficiary contacting your group in a need. If the patient calls in with a non-life-threatening emergency, would you be able to treat them within <INSERT STANDARD> including walk-in or telehealth appointments?	<p>Stay on the line and connect with 911.</p> <p>Connect with the group's triage line for same-day evaluation by an MH clinician.</p> <p>Facilitate evaluation at the nearest emergency room.</p>	
Emergency Needs	Providers are expected to have standard operating procedures for handling life-threatening emergency service requests. How do you respond to a life-threatening emergency MH situation?	<p>Facilitate evaluation at an MH crisis unit.</p> <p>Facilitate linkage with same day services through an MH mobile crisis line/team.</p> <p>(Correct response is at least one of the above to pass)</p>	



A&A AUDIT QUESTIONS & PASS/FAIL RESPONSES

03 PCM and MH AFTER-HOURS AVAILABILITY

Access Type	Question	Response Options	
		PASS	FAIL
Live Person	<i>If a caller needs to speak with a provider, what ways do you have of reaching <Dr. X> or an on-call provider?</i>	<p>Advice nurse or answering service can contact provider.</p> <p>Provider can be paged.</p> <p>Provider can be reached at a different number.</p> <p>The provider answers the call.</p>	<p>There is no way to contact provider.</p> <p>Other reason.</p> <p>Don't know.</p>
	<i>Can <Dr. X> or an on-call provider return a call regarding an urgent matter within 20 minutes?</i>	<p>YES</p>	<p>NO</p> <p>There's no way to contact the provider.</p> <p>Don't know.</p>
Recording/Auto-attendant	<i>Does the recording/auto-attendant provide contact information for after-hours access for the provider or provide a time frame in which the call will be returned?</i>	<p>Yes, gives another phone number or pager to contact provider or an on-call provider.</p> <p>Yes, leave a message and you will receive a phone call same day.</p> <p>Yes, leave a message and you will receive a phone call (no specific time given).</p> <p>MH providers only: Yes, advises patient to call the 988 Suicide & Crisis Hotline or the Mental Health Crisis Line at 1-833-227-3111 if a provider is not available to take the call.</p>	<p>Yes, leave a message and you will receive a phone call the next business day.</p> <p>No contact information given.</p> <p>Other.</p>



Tips to Success

Regular/Routine Care Appointments

Barrier/Question:	Tips to Improve:
The doctor in my practice has limited availability during the week (e.g., two days/week) or is unable to meet the time frames in the standards.	It is acceptable to schedule the patient with another provider in your practice to meet the standard requirement. If your practice has telehealth capabilities, inform the patient of this option as it is also acceptable for meeting the standard.
The doctor is no longer with my practice.	This is an example of the importance of having your information up to date to avoid unnecessary audit calls. The next slide in this training explains how to update your practice information. You may contact your Health Partner Representative if you need assistance.
Closure during the holidays causes delays in meeting time frames.	Standard time frames are required even during holidays. Consider partnering with another provider office to serve as a back-up for when your office closes.

Urgent Care Appointments

Barrier/Question:	Tips to Improve:
The practice is unable to meet the time frames in the standards.	Consider evaluating ways to build in more flexibility within your daily schedule to accommodate urgent care needs.
What is the definition of an urgent care visit?	An appointment for services that require prompt attention and necessary care for unexpected illness or injury.
We have walk-in hours. Will this pass the standard?	Yes, walk-in hours are acceptable for urgent care.
What should we do to meet the standard if we are closed on Fridays?	It is acceptable to meet the standard by seeing the patient on the same day, sending patient direct to urgent care center or offering the patient an alternate provider.

Emergency Care Appointments

Barrier/Question:	Tips to Improve:
My practice is unable to meet the time frames in the standards.	It is acceptable to advise the patient to go to an urgent care facility as this will meet the standard.
My office staff cannot advise how to treat an emergency.	Offering to triage the patient is considered a passing response. This would include asking the patient to stay on the line to be connected to an on-call provider.

After Hours Access

Barrier/Question:	Tips to Improve:
How did my practice fail the live person measures?	Ensure that your answering service is aware of the access and availability audit and has knowledge of current access standards.
Our office is small and not able to provide after-hours access to a provider.	It is acceptable to include a number to reach an on-call provider, but your practice doesn't have to be open for operation after office hours.
Our mental health office is unable to field phone calls outside business hours.	It is acceptable to advise patients to call the 988 Suicide & Crisis Hotline or Mental Health Crisis line at 1-833-227-3111 if a provider is not available for the call.
Why did I fail if my office has an auto-attendant in place and offers a way to reach the provider after hours as well as emergency directions?	It is possible that your recording was not working properly when the audit was conducted. Check your after-hours number to confirm it is working currently and correct the recording if there is an error.

Messages from Press Ganey may be returned by calling the provider line at 1-800-588-1659.



THANK YOU!

This training material was developed with the goal of collaborating with you to deliver a high standard of care to your TRICARE Prime Demo patients.

Go to **CareSourceMilitary.com** > Providers > Tools & Resources > Quick Reference Materials to view a list of the Access & Availability Standards.

You will find a list of upcoming education opportunities at **CareSourceMilitary.com** > Providers > Education > Training & Events.

Visit **HealthPlanResources.com** for additional training and resources.





TRICARE is administered in Tampa, Florida, and Atlanta, Georgia, by CareSource Military & Veterans™, under contract with the Department of Defense. TRICARE is a registered trademark of the Department of Defense, Defense Health Agency. All rights reserved.

CSMV-TRICARE-P-5257751