NH Insurance Department's Network Adequacy Working Group

Draft Services Model
Presented at Working Group Meeting June 5, 2015

NHID is working to define provider network adequacy in terms of the services that must be available to members at 4 levels of proximity: Core services must be available in the community in which the member lives; Common services must be available in either the community in which the members lives or an adjacent community; Specialized services must be available within the state of New Hampshire; Highly Specialized services must be available in New England. The following grid displays the current services by category. It is organized into rows to help viewers understand the requirements as they affect a particular condition or type of service.

The tables below the grid show the proximity of the services delivered in 2013 to the patient's community of residence, according to the NH CHIS database. Patients received 60% of the services in the Core category in their own community. Services in the Common category occurred less often in the patient's community, but still 81% of the time in the same or an adjacent community. Specialized and Highly Specialized services required more travel. Patients can always choose to visit a different community, even for Core services, and some patients happen to live in communities where Specialized services are located, so we would not expect these measures to reach either 100% or 0% local.

Please email comments to Danielle.Barrick@ins.nh.gov by June 30 in order to be considered prior to the next work group meeting on July 10.

NHID Network Adequacy Services Model: DRAFT # 1

Nature of Service	CORE *within community*	COMMON *in same or adjacent community*	SPECIALIZED *within NH*	HIGHLY SPECIALIZED *New England*
Wellness	Preventive Visits, routine immunizations, and injections; Chiropractic	Osteopathic manipulation; Specialized injections; Vision care		Rare conditions; Treatments requiring extraordinary equipment or facilities (e.g., Burn Centers)
Reproductive care	Contraceptive services; Routine pre-natal care	Routine delivery, including routine C-sections	Complicated delivery; Non-routine conditions of pregnancy	Complex neonates
Pediatrics	Well child visits; Routine immunizations, and injections	Developmental testing; Hearing and vision testing	Complex overnight care	Rare conditions; Treatments requiring extraordinary equipment or facilities (e.g., Burn Centers)
Behavioral Health	Diagnostic and therapeutic outpatient services	Routine overnight care	Complex overnight care	*TBD*
Acute care	Routine acute care	Office visits with specialists; Routine overnight care.	Complex overnight care; Radiation therapy; Office visits with subspecialists.	Rare conditions; Treatments requiring extraordinary equipment or facilities (e.g., Burn Centers)
Chronic care	Patient education/self management; Routine checks	Office visits with specialists; Asthma/bronchial care; Specialized injections	Office visits with subspecialists; Complex overnight care	Rare conditions; Treatments requiring extraordinary equipment or facilities.
PT/OT/ST	Diagnostic PT evaluation; PT not requiring specialized equipment	Speech and occupational therapy; PT requiring specialized equipment		
Home Health	Services best provided in the patient's home			
Cardiac Health	Routine EKG	Cardiac monitoring and stress testing	Complex overnight care	Rare conditions; Treatments requiring extraordinary equipment or facilities.
Urgent Care[1,3]	Urgent care; suture of non-life-threatening wounds			
Ambulance[2]	Non-emergency transport			
Procedures		Ambulatory/minor procedures; Surgical consultations; Eye procedures	Uncomplicated major procedures	Complicated or unusual major procedures (e.g., transplants)
Tests	Routine lab tests and venipuncture	OP endoscopy; Standard imaging (X-rays and ultrasound)	Advanced Imaging (CT/CAT, MRI); Complex endoscopy; Neurologic tests; allergy tests	

[1]According to healthcare.gov, insurance plans can't require higher copayments or coinsurance if you get emergency care from an out-of-network hospital. They also can't require you to get prior approval before getting emergency room services from a provider or hospital outside your plan's network. This applies to all plans that have networks, except for Grandfathered plans.

[2]Emergency transport to nearest ER should be covered with Emergency Room.

[3]Non-emergency walk-in care center (NEWCC) means a medical facility where a patient can receive medical care which is not of an emergency life-threatening nature, without making an appointment and without the intention of developing an ongoing care relationship with the licensed practitioner. Per http://www.dhhs.nh.gov/oos/bhfa/documents/he-p806.pdf

SERVICE GRID: CORE

Service Description	# of Events w Known Provider Location	% Same Community	% Same or Adjacent
Total	**5,241,892**	**60%**	**84%**
Home Health	35,809	100%	100%
Diagnostic PT evaluation	57,550	66%	89%
Chiropractic	442,096	65%	90%
Suture of non-life-threatening wound	3,916	65%	85%
Routine acute care	1,009,140	64%	88%
Preventive visits	307,930	64%	90%
Routine immunizations and injections	626,293	63%	87%
PT procedures not requiring specialized equipment	1,271,267	61%	85%
Routine EKG	99,216	57%	80%
Contraceptive services	7,868	56%	86%
Routine pre-natal care	22,117	56%	87%
Taking sample for routine lab test	794,704	55%	75%
Patient education/self-management	26,670	53%	86%
Urgent Care	9,406	52%	84%
Diagnostic and Therapeutic services for Mental Health	450,328	51%	82%
Ambulance	59,974	42%	55%
OP Therapy for Substance Use disorder	17,608	32%	52%

SERVICE GRID: COMMON

Service Description	# of Events w Known Provider Location	% Same Community	% Same or Adjacent
Total	**1,513,835**	**52%**	**81%**
Routine overnight care	11,586	65%	85%
Routine delivery of newborns	7,907	59%	91%
Asthma and bronchial care	43,422	57%	84%
Cardiac monitoring and stress testing	41,064	57%	83%
Standard imaging (X ray and ultrasound)	189,507	55%	86%
Speech/Occupational Therapy	36,738	55%	88%
Vision care	340,796	55%	80%
OP endoscopy	56,951	54%	83%
Hearing and vision services	55,121	54%	85%
Osteopathic manipulation	3,550	53%	90%
Ambulatory/minor procedures	218,325	50%	78%
Surgical consultation	12,019	49%	80%
Developmental Testing	11,954	48%	77%
Specialized injections	65,616	47%	82%
Office visit w specialist	419,279	47%	77%

Service Grid: Specialized

Service Description	# of Events w Known Provider Location	% Same Community	% Same or Adjacent
Total	**88,316**	**44%**	**74%**
Advanced imaging (MRI, CAT/CT)	8,326	49%	82%
Radiation therapy	45,297	46%	77%
Complex overnight care	10,874	43%	67%
Allergy testing	5,834	41%	78%
Neurologic Testing	3,786	40%	72%
Uncomplicated Major procedures	13,280	36%	64%
Complex endoscopy	919	35%	62%

Service Grid: Highly Specialized

Service Description	# of Events w Known Provider Location	% Same Community	% Same or Adjacent
Total	**2,889**	**35%**	**60%**
Complex or preterm neonates	1,025	53%	85%
Rare conditions or extraordinary facilities	1,558	29%	49%
Complicated Major procedure	306	12%	31%