

## Provider Directory Proposal

**Background:** As directed by Senate Bill 760, 84<sup>th</sup> Texas Legislature, 2015, HHSC is currently in the process of amending managed care contracts to no longer require managed care organizations (MCOs) to provide hard copy provider directories to members in STAR unless requested by the member. MCOs would continue to provide hard copy directories to members in STAR+PLUS and STAR Kids unless they choose to opt-out.

MCOs are required to post provider directories on their website. HHSC is also in the process of amending managed care contracts to require MCOs to update these online directories weekly instead of bi-weekly, which is currently required of MCOs.

**Recommendation 1:** Increase validation of provider address and contact information by conducting "secret shopper" calls.

**Recommendation 2:** Develop a standard template for MCO provider directories to improve ease of use by members.

**Recommendation 3:** Require provider directories to include the MCOs' phone number for members to call for questions related to finding a provider, scheduling an appointment, and service coordination.

**Recommendation 4:** Maintain current requirement for MCO provider directories to indicate whether primary care physicians (PCPs) are accepting new patients or not.

**Recommendation 5:** Include information in members' enrollment packet on where they can find MCOs' online directories and create an HHSC webpage that includes links to MCO directories.

**Stakeholder Feedback:** The following is a summary of comments that HHSC received from stakeholders at the Managed Care and Network Adequacy forums last fall.

- Create a process that tracks which members' opt-in or opt-out of receiving hard copy directories.
- Regularly update and improve the accuracy of provider information in the directories.
- Require MCOs to identify which providers are currently accepting new patients in the directories.

**Existing Federal or State Requirements:** The following is a list of federal, state, and MCO contract requirements that currently exists for provider directories.

- Section 533.0063, Texas Government Code
- Uniform Managed Care Contract
  - Section 8.1.5.1 Member Materials
  - Section 8.1.5.4 Provider Directory
- Uniform Managed Care Manual
  - Chapter 3.1 Medicaid Managed Care Provider Directory