

24/7 Availability Survey Due February 9, 2016

Background

HHSC must submit data on provider availability in the 1115 Waiver report to the Centers for Medicare and Medicaid Services (CMS). Per the managed care contracts, contracted services must be made available 24 hours per day, seven days per week (24/7), when medically necessary. The MCO must establish mechanisms to ensure and monitor provider compliance. The MCO requires and ensures through contract provisions that primary care providers (PCPs) are accessible to STAR and STAR+PLUS members 24 hours a day, seven days a week.

HHSC requests that STAR and STAR+PLUS MCOs demonstrate compliance with the requirements listed above for fiscal year 2015 (September 1, 2014 - August 31, 2015). HHSC requests all Medicaid MCOs fill out the survey below by **Tuesday, February 9, 2016**. Please contact India Gardner at india.gardner@hhsc.state.tx.us and copy your health plan management team if you have any questions.

Survey monkey: <https://www.surveymonkey.com/r/D6J9HG8>