

# Provider Notice

## Subject: Secret Shopper Education

The purpose of the anonymous Secret Shopper calls is to assess member accessibility to care as part of a Network Monitoring and Quality Improvement Activity. Magellan Healthcare randomly selects participants from Magellan's network. These timeframe standards for appointment access should be consistent with the Louisiana Department of Health (LDH) requirements.

As a contractor of LDH Magellan must take steps to measure and improve adherence with these accessibility requirements among our network providers.

### Guidelines for appointment availability

#### ❑ BHS provider types must have the following:

- A **crisis policy** that meets minimum licensing requirements, defined as -
  - A provider's assistance to enrollees during a crisis that provides 24-hour on call telephone assistance to prevent relapse or harm to self or others, to provide referral to other services, and to provide support during related crises. **Referral to 911 or a hospital's emergency department alone does not constitute Crisis Mitigation Services.**
  - Provisions must be available for obtaining **emergent care twenty-four (24) hours per day, seven (7) days per week. Emergent, crisis or emergency services must be available at all times. An appointment shall be available within one (1) hour of request.**
- An **urgent appointment policy that states appointments are available in 48 hours**, defined as -
  - Moderate risk of harm, such as suicidal ideation without intent; or binge use of substances, resulting in potentially harmful behaviors without current evidence of such behavior.
  - Provisions must be available for obtaining urgent care twenty-four (24) hours per day, seven (7) days per week. An appointment shall be available within forty-eight (48) hours of request.
- A **routine appointment policy that states appointments are within 14 days**, defined as -
  - With regard to urgency of need for services, minimal to low risk of harm, such as absence of current suicidal ideation; substance use without significant episodes of potentially harmful behavior.

#### ❑ Types of secret shopper calls and expected availability times:

- Emergent appointment- available within 1 hour of request
- Urgent appointment- available within 48 hours of request
- Routine appointment- available within 14 days of request

☐ **Reminders:**

- Non-compliant providers will be placed on a corrective action plan (CAP), which will include areas of non-compliance, responsible party, and an expected completion within 30 days of the date of discovery of non-compliance.
- Responses such as a message with a crisis number to call or responder indicates they will contact the on-call staff are adequate responses.
- Voicemail messages without crisis instructions will be not met.
- Providers may also contract with another entity to provide crisis services. If the provider contracts with another entity to provide crisis mitigation services, the provider must have a written contract with the entity that will provide the crisis mitigation services.

This communication is posted on the Magellan of Louisiana website.

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Please reach out to your [Network Management Specialist](#) (NMS) with any questions or concerns. Your NMS is available for support.

Thank you for all you do in supporting the members of CSoC.

Magellan of Louisiana