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From: Maldonado, Beth [REDACTED]
Sent: Friday, February 17, 2017 6:17 PM
To: DHCS MCQMD NAU [REDACTED]
Subject: Anthem Feedback - Network Adequacy Policy Proposal

Thank you for forwarding the MMC Network Adequacy Policy Proposal for review. Overall, Anthem views the majority of the changes as positive ones.

Anthem appreciates the new county designations which appears to account for the variables in member population and geographic availability and accessibility of providers. Anthem would suggest the same county designations and the associated accessibility standards apply to hospitals. Anthem currently contracts with every rural hospital in our 19 rural counties with the exception of Marshall Medical Center (who refuses to contract), yet Anthem cannot comply with the standard due to the availability of hospitals to serve members in the rural areas.

Anthem appreciates DHCS' effort to remove hospital based providers from the list of monitored specialists.

Specific to mental health, 3 business days to appointment from request for substance abuse disorder programs may be aggressive. Wait lists can be long. Many substance abuse centers require sobriety before the member can be seen. Three days may not be enough time to establish sobriety.

How will DHCS account for the availability of specialists provided via telemedicine programs?

Please let me know if you have questions or if I can provide additional information. Thank you.

Beth Maldonado
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Anthem – Medicaid

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