

## **Required State Notice – CT Network Adequacy Information for Providers**

### **How to Build a Network**

Our dental network (Commercial, Medicare and Medicaid) consists of providers with the following specialties: general dentist, periodontist, orthodontist, oral surgeon, endodontist, pediatric dentist and prosthodontist. To help provide members with required access to providers, we review the number of contracted providers and the types of services offered within a geographic area as well as the member/provider ratios. We also collect information such as handicap accessibility, languages spoken and office hours.

Healthplex, Inc. (Healthplex) reviews provider access and availability annually to ensure that members have an adequate network of providers to meet their needs. Results are shared with appropriate committees and workgroups for further analysis and identification of opportunities for improvement. We continue to monitor the adequacy and availability of our current complement of network providers and will undertake any supplemental contracting with all provider types that is necessary to ensure continued appropriate access.

Prospective providers are identified from available competitor data, out-of-network claim submission data, and member and provider nomination requests. We are also committed to ongoing research for any/all viable provider recruitment candidates. When additional providers are identified and determined to be viable recruitment candidates, we will outreach to those providers to determine their interest in participation.

Healthplex will negotiate rates for treatment with any available out-of-network provider for members without access on a case-by-case basis and ensure that members are held harmless from “balance-billing” or any amounts beyond the copayment, deductible, and coinsurance percentage that we would have paid had the insured received services from an in-network provider.

### **Network Provider Quality**

All providers who are part of our network must complete our credential verification process before acceptance into the network. Initial Credentialing includes detailed review to determine that:

- A provider’s education and experience are adequate and appropriate for the services he or she provides;
- A provider’s license(s) are appropriate and up to date;
- The provider maintains adequate malpractice insurance;
- The provider is in good standing with the State Dental Board and Medicare/Medicaid programs with no substantive complaints, probation or sanctions filed against him or her; and
- Initial Site Visit review score, if applicable, falls within Quality Management standards.

Re-credentialing must be conducted no later than three years from the original credentialing date, and at least every three years thereafter, according to State, Federal and contractual requirements. All credentialed providers are subject to Continuous Credentialing, whereby changes in a provider's credentialing data may be reviewed at any time in order to determine that the provider continues to meet credentialing standards. The Credentialing Department, along with the Credentials Verification Organization (CVO), will monitor twice a month, including, but not limited to, the following items: sanctions on licensure, Medicare/Medicaid sanctions, and complaints/grievances.

### **Access Standards**

Providers must comply with our policies and each state's mandated requirements that include, but are not limited to:

- Availability & Accessibility regarding time and distance standards
- Appointment Wait Times to get into see a provider

### **CT State-Specific Standards**

Availability and Accessibility Time and Distance Standards:

- o Fairfield County 30 minutes and 15 miles
- o All other Counties 45 minutes and 30 miles

Appointment Wait Times:

- o Urgent Care within 48 hours
- o Non-Urgent Appointments for General Dentist within 10 business days
- o Non-Urgent Appointments for Specialist Care within 15 business days

### **Cultural Competency**

Provide services in a culturally competent manner. This includes handling members with limited English proficiency or reading skills, diverse backgrounds and physical or mental disabilities.