



**BLUE CROSS AND BLUE SHIELD OF ILLINOIS
MEDICARE ADVANTAGE HMO POLICY**

DEPARTMENT: IL Provider Performance Management	POLICY NUMBER: GCS-IL-MA-17A	ORIGINAL EFFECTIVE DATE (IF KNOWN): 01/01/2013
POLICY TITLE: Primary Care Physician Access Standards Policy		EFFECTIVE DATE: 08/09/2022
		LAST REVISION DATE: 08/09/2022
EXECUTIVE OWNER: Executive Director, Provider Performance	BUSINESS OWNER: Manager, Provider Performance	LAST REVIEW DATE: 08/09/2022

I. SCOPE

This Policy applies to Provider Performance Management government product Medicare Advantage HMO and Medicare Advantage PPO

This Policy applies to the following lines of business and products:

Line of Business / Product Scope / Plan Scope / Contract Number (if applicable)	In Scope [x]
Medicare MAPD H3822/H8547/H8634/H0927	X
NOTE: Future fully executed contracts will fall under this policy.	

II. PURPOSE

To ensure that members have reasonable access to medical services.

III. POLICY

Blue Cross and Blue Shield of Illinois ensures timeliness of Primary Care Physician (PCP) access standards for the benefit of its members. To ensure that all IPA and any contracted providers provide reasonable access to medical services for all members enrolled with the IPA.

Proprietary & Confidential

IV. CONTROLS/MONITORING

Control Document or Control Description	Control Owner
Annual review of the Medicare Advantage Provider Manual to ensure the documented processes to review, modify and amend this policy meets contractual requirements. Review of data being reported annually – Executive Director, Provider Performance	Manager, Illinois Provider Performance

V. RELATED DOCUMENTS

Procedure ID	Procedure Name	Document Location
GCS-IL-MA-17B	Primary Care Physician Access Standards Procedure	GBS SharePoint Library

VI. SOURCES/REFERENCES

Federal/State	Regulatory Requirements & References
Federal 2021 Illinois MMAI Demonstration Contract	Medicare Managed Care Manual, Chapter 4, Section 110.1.1 Medicare Managed Care Manual, Chapter 6 Relationships with Providers 2.7.4.5 Cultural Competency. The Contractor will provide the cultural competency requirements at orientation, training sessions, and updates as needed. This will also include Americans with Disabilities Act (ADA) compliance, accessibility, and accommodations as required in Section 2.9.1.6. 2.8.1.1.1 Conducting on-site visits to Network Providers for quality management and quality improvement purposes, and for assessing meaningful compliance with ADA requirements; and 2.8.1.4 Access to Provider Locations. Provider locations shall be accessible for Enrollees with disabilities. Contractor shall collect sufficient information from Providers to assess compliance with the ADA. As necessary to serve Enrollees, Provider locations where Enrollees receive services shall be ADA compliant. In addition, Contractor shall include within its network Provider locations that are able to accommodate the unique needs of Enrollees. 2.9.1.6. Reasonably accommodate Enrollees and ensure that the programs and services are as accessible (including physical and geographic access) to an individual with disabilities as they are to an individual without disabilities. The Contractor and its Network Providers must comply with the ADA (28 C.F.R. § 35.130) and § 504 of the Rehabilitation Act of 1973 (29 U.S.C. § 794) and maintain capacity to deliver services in a manner that accommodates the needs of its Enrollees. The Contractor shall have

Proprietary & Confidential

IL Provider Performance Management - GCS-IL-MA-17A -
 Primary Care Physician Access Standards Policy

	<p>written policies and procedures to assure compliance, including ensuring that physical, communication, and programmatic barriers do not inhibit individuals with disabilities from obtaining all Covered Services from the Contractor by:</p> <p>2.9.1.6.5 Demonstrating compliance with the ADA by surveying Providers or site review of facilities for both physical and programmatic accessibility, documenting any deficiencies in compliance and monitoring correction of deficiencies; and</p> <p>2.9.1.6.6 Identifying to CMS and the Department the individual, and the job title, in its organization who is responsible for ADA compliance related to this Demonstration. The Demonstration Plan must also establish and execute a work plan to achieve and maintain ADA compliance.</p>
--	---

VII. POLICY REVIEWERS

Person Responsible for Review	Title	Date of Review
Lupita Monroy	Manager, IL Provider Performance Management	06/07/2022

VIII. POLICY REVISION HISTORY

Description of Changes	Revision Date
Annual Review	07/12/2022
New Policy Template	03/29/2021

IX. POLICY APPROVALS

Company, Division, Department and/or Committee	By: Name	Title	Approval date
Medicare P&P Comm.			08/09/2022
IL Provider Performance Management	Joanne O'brien	Executive Director	06/10/2022
IL Provider Performance Management	Joanne O'brien	Executive Director	06/18/2021

Proprietary & Confidential