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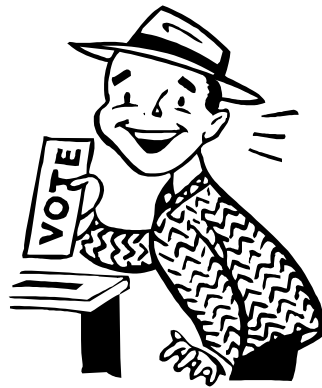
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Member Feedback Regarding Provider Accessibility



Each year, the Consumer Assessment of Health Plans Study Survey is conducted by a certified National Committee for Quality Assurance (NCQA) vendor to assess how well Premier Blue complies with the Health Plan Employer Data and Information Set (HEDIS) Guidelines. For 2000, Intelliscan, Inc. of Pennsylvania administered the survey to 1,500 Premier Blue members with a response rate of 65.79 percent. The survey provides us with an opportunity to hear membership opinion regarding multiple issues and aids Premier Blue in assessing future goals.

An important component of the survey pertains to provider accessibility. The participating members responded favorably to all accessibility questions, except for concern with obtaining timely regular or routine care appointments with their primary care physician (PCP). As in previous years, members indicated that the ability to obtain needed care quickly from their health care providers is a high expectation.

The standard for Premier Blue providers is to schedule an appointment for the member within 14 days for all "regular or routine" care appointments. The survey indicated that in the previous 12 months from the date of the

Premier Blue Reference Guide For Preventive Medicine

Premier Blue is scheduled to release the Premier Blue Reference Guide for Preventive Medicine to members in the near future. It has already been distributed to providers as an attachment to the PB-06-00 newsletter dated 11/30/00. Please note that the guide is under review and is subject to change. Updates to the guide will be communicated.

indicated a wait of more than 14 days to see a provider for regular or routine care. This result is higher than the 17.5 percent of members that reported a wait of more than 14 days in 1999. The national average indicated that 20.1 percent of responding members reported a 14-day or longer wait. Statistically, this places Premier Blue Providers' 2000 results at a higher percentage than last year, and higher than the national average.

Further research indicated that a higher percentage of members reported a 14-day wait or longer in the following network areas: 401- Douglas area responding at 29.73 percent; 201- Capitol area responding at 31.53 percent; and 708- NorthCentral/Manhattan responding at 41.67 percent.

“In the last 12 months, how many days did you usually have to wait between making an appointment for ‘regular or routine’ care and actually seeing a provider?”

Area	Year	% indicating more than a 14-day wait
Premier Blue Plan Area	1999	17.5%
Premier Blue Plan Area	2000	24.18%
National Average	2000	20.1%
Network 401- Douglas	2000	29.73%
Network 201- Capitol	2000	31.53%
Network 708- NorthCentral/Manhattan	2000	41.67%

Source: Consumer Assessment of Health Plans Study survey conducted by Intelliscan Inc., Pennsylvania. 2000.

Although this appears to be an area of needed improvement, emphasis is given to the overall results that **all program areas scored positively in all other accessibility questions.** We truly appreciate provider efforts in meeting member expectations of needed quality care and accessibility, and we look forward to continuing our successful relationships with all of you.