



2014 Primary Care and OB/Gyn Access and Availability Study

Conducted annually by IPRO as a secret shopper phone survey using established scenarios that assess access and availability in the following three (3) categories:

- routine office appointments during normal office hours
- non-urgent “sick” appointments during normal office hours and
- after hours access to care - contact a live voice

2014 Study was conducted in May 2015 using data from MCO 4th quarter 2014 network submissions.

Plans are Reviewed by Region

- 7 Regions _ Buffalo, Rochester, Syracuse, Northeastern, New Rochelle, NYC and Long Island
- A plan is deemed to be operational in a region if the plan operates in at least one county in the region.
- Sample size per plan - 240 provider sites are selected from each region*
- MCOs receive compliance rates for each category in each region were operational. A compliance rate of 75 % or greater is Passing.
- *120 Routine/80 non-urgent sick/40 after hours

Statewide Compliance rates

Call Type	2011	2012	2013
Routine	70.7%	68.4%	68.8%
Non-Urgent "Sick	68.7%	68.0%	63.9%
After Hours	64.1%	69.7%	65.1%

Regional Compliance Rates

Region (#)	Routine	Non-urgent/"sick"	After Hours
Buffalo (1)	60.2%	57.7%	71.3%
Rochester (2)	55.0%	45.6%	67.8%
Syracuse (3)	61.8%	57.4%	72.2%
Northeastern (4)	68.6%	60.2%	80.4%
New Rochelle (5)	78.3%	74.0%	75.3%
NYC (6)	72.1%	68.0%	49.9%
Long Island (7)	72.4%	68.3%	60.8%

Top 8 Failure Reasons

- No Contact made with live voice – 21.6% *
- Office staff inaccurately stating provider restricted to specialty care or changed specialty -16.1%
- Office staff inaccurately stating provider not accepting new patients – 15.4%
- Provider not at site/No alternate provider available – 11.4 %

*(includes Answering Machine/Voicemail/Answering service, phone # not in service, wrong phone #, no answer, number called was a residence or non-doctor business, constant busy signal and on hold >10 minutes)

Top 8 Failure Reasons cont...

- Office staff not scheduling appointments at this time – 10.8%
- Office staff stating provider is not par with plan – 10.3%
- Office staff requiring medical records before appointment can be made – 10.0%
- Caller/patient must complete health questionnaire/registration form before appointment can be made -3.3.%

Plan Specific Reports were issued October 2015

- SDOH anticipates issuing Findings and Deficiencies based on the IPRO plan specific reports by year's end.