



ACOM Policy 417, Attachment A -  
**Appointment Availability and Transportation Timeliness Review**  
**OPEN UNTIL 05/06/21**

**Instructions for Completing Appointments:**

<b>PCP, Specialist, and Dental Appointments</b>	
<b>Surveys</b>	Enter the number of provider surveys conducted for both New and Established Patients for each provider type.
<b>Pass</b>	Enter the total number of providers that were in compliance with the AHCCCS appointment standards (Urgent and Routine).
<b>Fail</b>	Enter the total number of providers that were not in compliance with the AHCCCS appointment standards.
<b>Compliance Percentage</b>	The percentage of providers that are compliant with the AHCCCS appointment standards. This field is automatically populated.

<b>Maternity Care Provider Appointments</b>	
<b>Surveys</b>	Enter the number of provider surveys conducted with Maternity care providers related to compliance with the AHCCCS appointment standards for initial prenatal care appointments by trimester and risk.
<b>Pass</b>	Enter the total number of providers that were in compliance with the AHCCCS appointment standards for maternity care.



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<b>Maternity Care Provider Appointments</b>	
<b>Fail</b>	Enter the total number of providers that were not in compliance with the AHCCCS appointment standards for maternity care.
<b>Compliance Percentage</b>	The percentage of providers that is compliant with the AHCCCS appointment standards for maternity care. This field is automatically populated.

<b>General Behavioral Health Appointment Standards And Report for Persons in Legal Custody of the Department of Child Safety (DCS) and adopted children in accordance with A.R.S. § 8-512.01</b>	
<b>Surveys</b>	Enter the number of provider surveys conducted for each behavioral health appointment category.
<b>Pass</b>	Enter the total number of providers that were in compliance with the AHCCCS appointment standards.
<b>Fail</b>	Enter the total number of providers that were not in compliance with the AHCCCS appointment standards.
<b>Compliance Percentage</b>	The percentage of providers that are compliant with the AHCCCS appointment standards. This field is automatically populated.

<b>Instructions for Completing Transportation Timeliness</b>	
<b>Complete one report for each line of business, reporting each line of business on a separate Transportation tab. For each quarterly report, provide data for each month of the quarter along with the previous 9 months of data.</b>	
<b>Total Drop Offs</b>	The number of times a member was transported to a medically necessary appointment by the health plan's Non-Emergency Medical Transportation (NEMT) provider during the quarter.
<b>Timely Drop Offs</b>	The number of drop offs in the quarter where a member arrived on time but no sooner than one hour before their appointment.
<b>Total Pick Ups</b>	The number of times a member was transported from a medically necessary appointment by the health plan's NEMT provider during the quarter.
<b>Timely Pick Ups</b>	The number of pick ups from a member's appointment that occurred no later than one hour from the conclusion of their treatment.



CONTRACTOR: \_\_\_\_\_

DATE SUBMITTED: \_\_\_\_\_

PROVIDER REPORT		URGENT				ROUTINE CARE			
PROVIDER TYPE		SURVEYS	PASS	FAIL	COMPLIANCE PERCENTAGE	SURVEYS	PASS	FAIL	COMPLIANCE PERCENTAGE
PCP	New				#DIV/0!				#DIV/0!
	Established				#DIV/0!				#DIV/0!
Specialist	New				#DIV/0!				#DIV/0!
	Established				#DIV/0!				#DIV/0!
Dental	New				#DIV/0!				#DIV/0!
	Established				#DIV/0!				#DIV/0!

MATERNITY CARE	REQUEST	SURVEYS	PASS	FAIL	COMPLIANCE PERCENTAGE
1st trimester	14 days				#DIV/0!
2nd trimester	7 days				#DIV/0!
3rd trimester	3 days				#DIV/0!
High risk pregnancy	3 days*				#DIV/0!
<b>Total</b>		0	0	0	#DIV/0!

\* within 3 days of identification of high risk by the Contractor or maternity care provider, or immediately if an emergency exists

GENERAL BEHAVIORAL HEALTH APPOINTMENT STANDARDS FOR ACC, ALTCS E/PD, DDD, AND RBHA CONTRACTORS		SURVEYS	PASS	FAIL	COMPLIANCE PERCENTAGE
BH	Urgent Need				#DIV/0!
BH	Routine: Initial Assessment				#DIV/0!
BH	Routine: First Service Following Initial Assessment (Adult)				#DIV/0!
BH	Routine: First Service Following Initial Assessment (Child)				#DIV/0!
BH	Routine: Subsequent Services				#DIV/0!
BH	Referrals for Psychotropic Medications				#DIV/0!
<b>Total</b>					#DIV/0!

DDD and RBHAs CHP ONLY REPORT for PERSONS IN LEGAL CUSTODY OF THE DEPARTMENT OF CHILD SAFETY (DCS) AND ADOPTED CHILDREN IN ACCORDANCE WITH A.R.S. § 8-512.01		SURVEYS	PASS	FAIL	COMPLIANCE PERCENTAGE
BH	Rapid Response when a Person Enters Out-of-Home Placement				#DIV/0!
BH	Initial Assessment				#DIV/0!
BH	Initial Appointment				#DIV/0!
BH	Subsequent Services				#DIV/0!
<b>Total</b>					#DIV/0!



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Transportation Timeliness Report - Rolling Quarters												
	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y
<b>Total Drop Offs</b>												
<b>Timely Drop Offs</b>												
<b>% Timely</b>	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
<b>Total Pickups</b>												
<b>Timely Pickups</b>												
<b>% Timely</b>	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!