

May/June 2024

Contents

Addressing patient wait times and appointment scheduling concerns..... 2

What’s an ancillary provider? 4

How members access specialty care..... 5

Chronic Kidney Disease toolkit can help providers better manage and treat the disease 5

Blue Cross Complete performs annual access and availability study 6

Study shows providers are satisfied with Blue Cross Complete 8

The HEDIS Corner: Childhood immunizations and lead screenings 9

Children’s Special Health Services program offers many benefits for complex medical diagnoses..... 10

Blue Cross Complete’s providers can support CSHCS members 11

Blue Cross Complete behavioral health toolkit 12

Remind your patients about effective treatments for ADHD 12

Help us keep the Blue Cross Complete provider directory up to date 12

Reporting suspected fraud to Blue Cross Complete 13

Keep medical records up to date for your patients..... 14





Addressing patient wait times and appointment scheduling concerns

Prolonged wait time and difficulty scheduling appointments has been a long-standing concern in health care, posing various challenges for providers and members.

Patients often express frustration over extended wait times at health care facilities. Whether in the waiting room or during the appointment itself, prolonged wait times can lead to increased stress and dissatisfaction. This concern has been even more pronounced as the demand for health care services increase.

The scheduling of appointments is another area of health care that has faced scrutiny. Balancing the availability of physicians, the urgency of patient needs and the intricacies of individual schedules can be complex. Long waitlists, difficulty securing timely appointments and a lack of flexibility in scheduling leaves both patients and providers overwhelmed and dissatisfied.

At Blue Cross Complete, health care providers can reduce waiting room time and provide efficient appointment scheduling by following guidelines outlined in the Standards and Rating section of the **[Blue Cross Complete Provider Manual](#)**.

Below are some key points to help providers better meet the needs of their patients while creating a more productive and efficient workplace for members and staff. Please review the *Blue Cross Complete Provider Manual* for full details.

Waiting room time

The acceptable office waiting room time is no more than 30 minutes from the scheduled time of appointment. Since situations arise in the practice of medicine beyond a practitioner's control, waiting times may extend periodically beyond the 30-minute time frame. In such cases, the member must be advised of any delay and, whenever possible, provided with an estimated time at which the appointment will begin. If the member is unable to wait until the practitioner is available, an alternate appointment should be offered consistent with Blue Cross Complete's appointment access standards and according to the member's medical status. Blue Cross Complete monitors primary care physicians, mental health practitioners and other specialists for compliance with waiting room guidelines.

Standards for access to after-hours care

All Blue Cross Complete members should have appropriate and timely access to their practitioners. Health care providers must provide their patients with access to care 24 hours a day, seven days a week. Practitioner compliance with these standards helps to ensure that Blue Cross Complete members receive timely service.

(continued on page 3)

CAHPS®, which stands for Consumer Assessment of Healthcare Providers and Systems, is a registered trademark of the Agency for Healthcare Research and Quality.

*Our website is mibluccrosscomplete.com. While website addresses for other organizations are provided for reference, Blue Cross Complete does not control these sites and is not responsible for their content.