

Appendix E



Executive Summary

Provider Network 25A: Geographic Access by Provider Type

This summary and the attached report provide analyses of member access to CTMAP providers by provider type within radiuses of 15, 25 and 45 miles. The report and analyses are broken out into age categories, adult (18+) and child (0 <18), and provider types including Master's level clinician services, PhD, and MD and APRN services.

Methodology

Outpatient claims data were queried to find providers with claims paid on four or more members during calendar year 2010. Those providers were then matched against the ValueOptions provider database to include all provider sites associated with the providers with paid claims. CY 2011 membership data were used for membership counts. Within the provider types of Master's level clinician, PhD, and MD and APRN services, both independent and group practitioners are included. Because of the way claims for hospital outpatient and mental health clinics are paid, the name and degree type of the provider who provided the actual service is not available. As a result, hospital outpatient and mental health clinics access are analyzed separately. The types of providers available within each of these settings is not known although it can be assumed that they include Master's level clinicians, PhDs and MDs and APRNs. The table below summarizes the way that providers identified via claims were attributed to the provider sites.

Table 1

| | Independent Practitioners | Group Practitioners | Hospital Outpatient and Mental Health Clinics |
|--|----------------------------------|----------------------------|--|
| PhD | X | X | |
| MD and APRN | X | X | |
| Master's Level Clinician | X | X | |
| Hospital Outpatient and Clinics | | | X |

Initially it was intended that ValueOptions would complete an analysis of whether there are adequate numbers of each of the provider types to service the membership (provider density). As noted above, it is assumed that hospital outpatient and mental health clinics provide access to all types of providers. However, because of the current billing and claims requirements, provider type cannot be determined from their claims and thus it cannot be verified that all hospital outpatient and mental health clinics have providers representing all service levels, i.e., master's level clinical, PhD and MD and APRN. The number of each of the provider types within each of the hospital outpatient and mental health clinics is not known. As a result, an accurate, granular measure of provider density is not feasible at this time.

Several years ago we produced Geo-access and density measures that included all outpatient providers in the CTMAP network. While those measures indicated adequate geo-access and density of provider types in most areas of the state, we recognized that the findings of both

measures were inflated; many of the providers included in the analyses were not actually treating Medicaid members. In comparison, during this cycle we are including providers who are actually treating Medicaid members. As a result, we feel that the geo-access measures are more accurate. At the same time, because we do not have accurate information about the number and type of providers in the hospital outpatient and mental health clinics, any density measures that we could produce would underestimate the actual ratios of provider types to members.

Please note: For HIPAA reasons, a member's actual street address is not utilized when calculating distance to a provider. Instead, "Distributive Geocoding," an analytic process, is used to estimate member locations within their zip code, taking into account the area of highest population density within each zip code and then distributing member locations accordingly. The distance between provider and member is then calculated using the member's geocoded location within their zip code and the provider address.

Access Summary

For both child and adult age groups, analysis is completed for a provider radius of 15 miles as 100% access to all provider types was found within a 45 mile radius and for all but MD and APRN access within a 25 mile radius.

- All members, child and adult, in all counties have access to master's level clinician services within 15 miles of their home zip code.
- Access issues do exist within 15 miles for both child and adult members for both PhD as well as MD and APRN provider types.

Adult (18+) Member Geographic Access Analysis

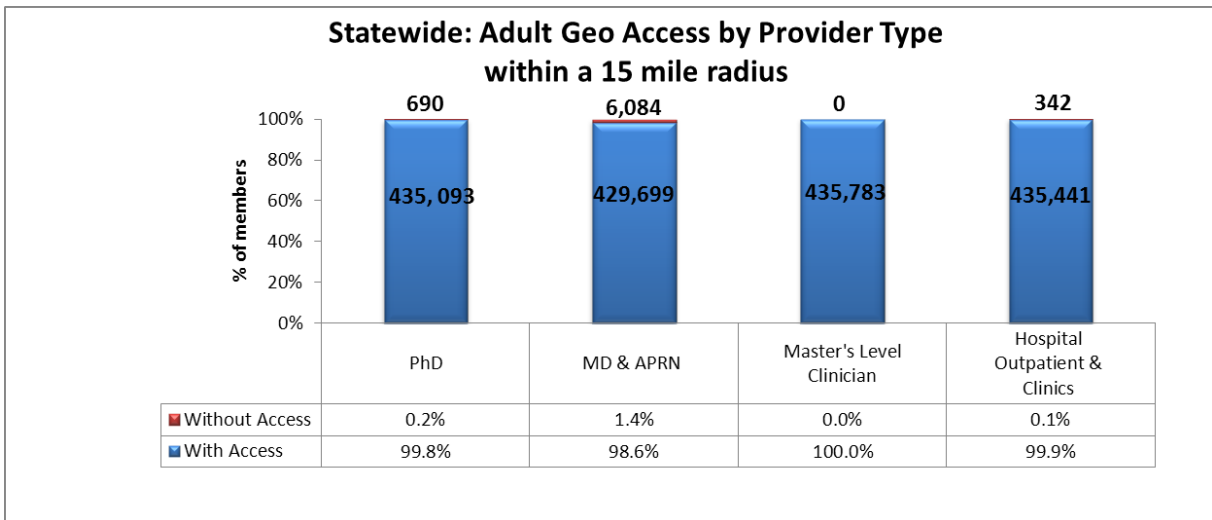


Table 2: Adult Member's without Geographic Access within 15 miles by County

| County | Master's Level Clinician | PhD | MD & APRN | Hospital Outpatient & Clinics |
|------------|--------------------------|------|-----------|-------------------------------|
| Hartford | 0.0% | 0.2% | 0.1% | 0.1% |
| New Haven | 0.0% | 0.0% | 0.0% | 0.0% |
| Fairfield | 0.0% | 0.0% | 0.1% | 0.0% |
| New London | 0.0% | 0.1% | 0.4% | 0.0% |
| Litchfield | 0.0% | 1.1% | 22.7% | 0.1% |
| Windham | 0.0% | 0.0% | 8.8% | 0.1% |
| Middlesex | 0.0% | 0.0% | 0.0% | 0.0% |
| Tolland | 0.0% | 2.2% | 0.5% | 3.0% |
| Statewide | 0.0% | 0.2% | 1.4% | 0.1% |

- For adult members, Litchfield and Windham Counties have the highest percentage of members with no access to MD and APRN provider types within 15 miles (22.7% and 8.8%, respectively).

Litchfield County

- Towns within the county that show 100% of members with no access to MD and APRN provider types include:
 - Cannan
 - Colebrook
 - Cornwall
 - Cornwall Bridge
 - East Cannan
 - Falls Village
 - Kent
 - Lakeville
 - Norfolk
 - Salisbury
 - Sharon
 - South Kent
 - Taconic
 - West Cornwall
 - Winchester Center
- A total of 4,227 members in Litchfield County do not have access within 15 miles to MD and APRN services. Only 2 of these members, however, do not have access to Hospital Outpatient and Mental Health Clinics within 15 miles.

Windham County

- Towns within the county that show greater than 80% of its member's without access to MD and APRN provider types include:
 - Oneco (100%)
 - Plainfield (83.2%)
 - Sterling (81.3%)
- A total of 1,556 members in Windham County do not have access within 15 miles to MD and APRN services. All of these members, however, have access to Hospital Outpatient and Mental Health Clinics within 15 miles.

- Tolland County has the highest percentage of members without access to PhD provider types (2.2%) and hospital outpatient and clinics (3.0%).

- The towns of Stafford Springs and Amston have 230 members without access to PhD services within 15 miles.
- Only 312 members in Tolland County do not have access to Hospital Outpatient and Mental Health Clinics within 15 miles.
- At a 25 mile radius, 1,260 members in Litchfield County do not have access to MD and APRN services. All members do, however, have access to Hospital Outpatient and Mental Health Clinics at this radius.

Child (0<18) Member Geographic Access Analysis

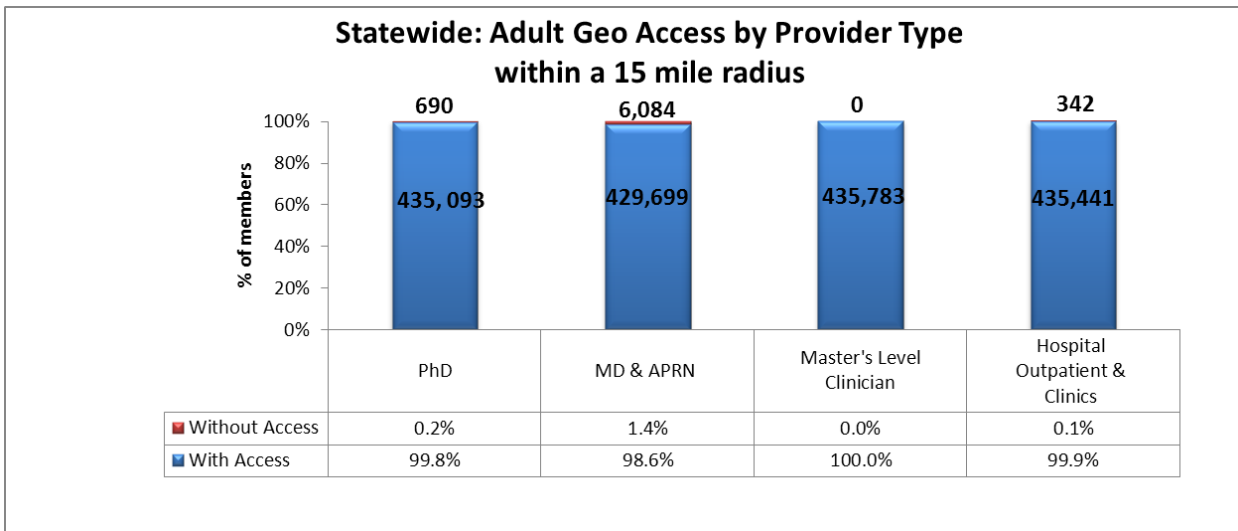


Table 3: Child Member's without Geographic Access within 15 miles

| County | Master's Level Clinician | PhD | MD & APRN | Hospital Outpatient & Clinics |
|------------|--------------------------|------|-----------|-------------------------------|
| Hartford | 0.0% | 2.3% | 0.2% | 0.1% |
| New Haven | 0.0% | 0.0% | 0.0% | 0.0% |
| Fairfield | 0.0% | 7.5% | 0.1% | 0.0% |
| New London | 0.0% | 0.1% | 0.8% | 0.0% |
| Litchfield | 0.0% | 4.6% | 25.7% | 0.1% |
| Windham | 0.0% | 0.0% | 62.9% | 0.1% |
| Middlesex | 0.0% | 0.0% | 10.4% | 0.0% |
| Tolland | 0.0% | 1.3% | 6.4% | 3.1% |
| Statewide | 0.0% | 2.6% | 4.1% | 0.1% |

- For child members, Litchfield, Windham and Middlesex Counties have the highest percentage of members with no access to MD and APRN provider types within 15 miles (25.7%, 62.9%, and 10.4%, respectively).
 - Litchfield County
 - Similar to the list displayed in the Adult geographic access analysis, towns within the county that show 100% of members with no access to MD and APRN provider types include:
 - Barkhamsted

- Cannan
- Colebrook
- Cornwall
- Cornwall Bridge
- East Cannan
- Falls Village
- Goshen
- Kent
- Lakeville
- Norfolk
- North Canton
- Pine Meadow
- Salisbury
- Sharon
- South Kent
- Taconic
- West Cornwall
- Winchester Center
- Winsted

- A total of 3,209 child members in Litchfield County do not have access within 15 miles to MD and APRN services. Only 2 of these members, however, do not have access to Hospital Outpatient and Mental Health Clinics within 15 miles.

Windham County

- Towns within the county that show 100% of members with no access to MD and APRN provider types include:
 - Abington
 - Ballouville
 - Brooklyn
 - Central Village
 - Danielson
 - Dayville
 - East Killingly
 - Eastford
 - Grosvenor Dale
 - Moosup
 - North Grosvendale
 - Oneco
 - Pomfret
 - Pomfret Center
 - Putnam
 - Quinebaug
 - Rogers
 - South Woodstock
 - Sterling
 - Thompson
 - Wauregan
 - Woodstock
 - Woodstock Valley
- A total of 7,572 child members in Windham County do not have access within 15 miles to MD and APRN services. All of these members, however, have access to Hospital Outpatient and Mental Health Clinics within 15 miles

Middlesex County

- Towns within the county that show greater than 80% of its member's without access to MD and APRN provider types include:
 - Centerbrook
 - Chester
 - Deep River
 - Essex
 - A total of 943 child members in Middlesex County do not have access within 15 miles to MD and APRN services. All of these members, however, have access to Hospital Outpatient and Mental Health Clinics within 15 miles
- Hartford, Litchfield and Fairfield Counties have the highest percentage of members without access to PhD provider types and hospital outpatient and clinics (2.3%, 4.6% and 7.5%, respectively).

Hartford County

- Only Enfield (06083) and West Hartland show 100% of members without 15 mile access to PhD services. These towns total 29 members.

Litchfield County

- Only South Kent (06785) shows 100% of members without 15 mile access to PhD services. This represents a total of 44 members.

Fairfield County

- Five towns in Fairfield County show 100% of members without 15 mile access to PhD services. They include:
 - Cos Cob
 - Greenwich (06836)
 - Old Greenwich (06870)
 - Riverside
 - Stamford (06911)

- At a 25 mile radius, 4,906 child members in Litchfield and Windham counties do not have access to MD and APRN services. All members do, however, have access to Hospital Outpatient and Mental Health Clinics at this radius.

Summary and Recommendations

Access to Master's level clinical services is consistent for all age groups and access distances. All members have access to these services within 15 miles of their zip code.

Access to MD and APRN services is better for adult members than child members in rural counties. Statewide, access to MD and APRN services is over 98% for adults and just under 96% for child members within a 15 mile radius of their zip code, though access varies greatly by county. In most cases, however, these same members can access services through Hospital Outpatient and Mental Health clinics. Access to Hospital Outpatient and Mental Health clinics within a 15 mile radius of the member's zip code is 99.9% for all members.

Within a 15 mile radius for their home zip code, access to PhD services for adults is 99.8% and 97.4% for child members. Once again, rural counties tend to have greater access difficulties than more urban counties.

Because of current requirements on claims for outpatient services, geographic access analysis is difficult. Currently there is no requirement for providers to list the performing provider, i.e. provider who performed the service being billed, on the claim. As a result, the specific services performed

at Hospital Outpatient and Mental Health Clinics cannot be included in the geographic access standards for the individual provider types. ValueOptions, Connecticut, in cooperation with the Department of Social Services, should continue to explore the ability to track performing providers within each Hospital Outpatient and Mental Health clinic. If this data were available analysis could be completed to describe provider density and more robustly analyze a member's geographic access to certain provider types.