



COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF PUBLIC WELFARE
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OFFICE OF MEDICAL
ASSISTANCE PROGRAMS

www.dpw.state.pa.us/omap

To: All Medical Assistance Providers

From: The Pennsylvania Department of Public Welfare

Subject: Provider Network Call Initiative

The Department of Public Welfare (DPW) is continuing its Provider Network Call Initiative to ensure that consumers are receiving the highest quality of care and that the Managed Care Organizations (MCOs) are providing consumers with accurate information to allow them the ability to make the most informed decisions regarding their healthcare benefits. The Physical Health (PH) MCO must ensure that its provider network is adequate to provide its members in the respective HealthChoices (HC) zone with access to quality member care through participating professionals, in a timely manner, and without the need to travel excessive distances.

The Provider Network Call Initiative allows DPW to ensure that the MCO's are compliant with the agreements and terms of their contract regarding provider networks and access to timely and quality care. Therefore, the initiative promotes more accurate MCO online provider directories, benefiting the consumers, the providers, the MCOs and DPW.

Each month, providers are randomly selected from all of the (HC) MCOs' online directories. A telephone call is placed to the providers' offices to ask for verification of such information as; practice name, address, telephone number, panel status, and appointment wait times. All provider office staff should be cooperative in giving the requested information to the individuals calling from DPW. If office staff should not be cooperative, this will be reported to the MCO, and they will be tasked with gathering this same information. The MCO will also need to re-educate the provider's office by means of a Technical Assistance Session.

Your cooperation with providing this information will allow DPW to make informed decisions in regards to the MCOs' compliance with the access standards as described above, and to ensure more accurate online directories. We thank you in advance for helping with the Department of Public Welfare's initiative to ensure that our consumers are receiving the most accurate information and highest level of care.