



Mile High Specialty Care Network Spring 2019 HCPF “Find a Provider” Vetting Phone Survey Results

Mile High Specialty Care Network had a conversation with our members to see what issues clinics were facing regarding the specialty care referrals process. One of the reoccurring comments that administrators and referralist mention was the amount of time spent calling specialist. As of last fall, HCPF had updated their “Find a Provider” list of physicians who accept Medicaid patients. To better assist our members we undertook a review of all of the providers listed for 18 specialties within a 100-mile radius of the Denver metro area.

- HCPF listed a total of 1475 providers across 18 specialties that met our initial criteria, within 100 miles of Denver.
- From the 1475 we eliminated 378 due to location (out-of-state, outside 100 mile limit, wrong address, etc.). The remaining 1097 were then vetted.
- Our vetting question was simply, “is the practice accepting new Medicaid insured patients?” (see attached response results)
- 37%* of available specialty care capacity is in seven health systems:
 - UCHHealth 14%
 - National Jewish 6.5%
 - HealthOne 6%
 - Centura 4.3%
 - Denver Health 3.3%
 - SCL 3%
 - Kaiser Permanente 1.37%

(*this percentage is actually higher because not all providers indicated their system affiliation during our vetting call but due to their location, we know that they are *likely* part of a larger system vs independent provider.)

- Of the remaining 63% (691 providers) only 32% (219 providers) indicated that they were currently accepting new Medicaid patients.

During this vetting process we received responses to our basic question, “is your practice accepting new Medicaid insured patients?” that we had not received in a previous vetting survey done in 2017 (limited to 3 specialties). Some of these responses we received included:

- “Depends upon what zip code the patient lives in”
- “Depends upon who their primary care provider is”
- “Only if Medicaid is their secondary insurance”

- “Only if it’s State issued Medicaid”
- “Depends upon what the patient needs to be seen for”