



Data Availability for Monitoring Access to Care

Panel Discussion

Medicaid and CHIP Payment and Access Commission

Ashley Semanskee, Martha Heberlein, Linn Jennings

Panelists

- Dr. Genevieve Kenney, Urban Institute
- Dr. Joseph Caldwell, Brandeis University
- Barry Cambron, Alabama Medicaid Agency

Overview

- Access domains:
 - Provider availability and accessibility
 - Beneficiary utilization
 - Beneficiary perceptions and experiences
- Discussion question:
 - What are the most important gaps and limitations of existing data, and what approaches could help address them?

Provider Availability and Accessibility

- Existing data include licensure data, directories, claims, secret shopper audits, and provider surveys
- Difficult to measure whether providers are taking new patients, caseload, wait times, and language and disability accessibility
- Interviewee suggestions: issue guidance for standardization, survey providers, conduct secret shopper audits

Beneficiary Utilization

- T-MSIS is the main source of data on service use but has some limitations
- Difficult to measure appropriateness of care and outcomes
- Interviewee suggestions: improve T-MSIS data, conduct chart reviews, use HEDIS and all-payer claims databases

Beneficiary Perceptions and Experiences

- Existing data include complaints and grievances, CAHPS surveys, state beneficiary surveys, and qualitative data (e.g., focus groups, interviews)
- Data may not be representative
- Interviewee suggestions: federal Medicaid survey, identifying key measures, collecting qualitative data

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