

Measure: **Getting Care Quickly for Children**

**Our goal is to increase the percentage of members reporting they are usually or always able to get care quickly by 3 percentage points from 77.76% to 80.76% by 2017.**

Identified Barriers:	Recommendations:
<p>Long delays between making an appointment and being seen by the provider.</p>	<p>Please make sure to refer to MetroPlus <b><u>Access and Availability guidelines</u></b> posted in the provider portal. Implement an internal process within your facility or clinic to improve wait time and appointment availability performance. Educate your patients to make routine appointments way ahead of time, to call the office if they are going to be late or cannot keep the appointment.</p> <p>Health Plans are rated by MetroPlus' members for wait time and appointment availability in the annual member satisfaction survey. To help improve scores consider implementing best practice strategies when delays are unavoidable and appointment availability falls outside the standards.</p>
<p>Members unaware of assistance from Plan to help with scheduling appointments</p>	<p>Educate your patients about the availability of MetroPlus' Customer Service Department to assist with appointment scheduling. Please call at 1.800.303.9626, Monday – Saturday, 8:00 am to 8:00 pm.</p>
<p>Members unaware of the availability of staff at the Plan to assist non-English speaking members.</p>	<p>Educate your patients about MetroPlus' ability to talk to them in other languages other than English. MetroPlus has a multi-lingual staff and uses the <i>Pacific Interpreters</i> for all other language needs.</p>
<p>Members unaware of urgent care network and how to access it.</p>	<p>Educate your patients about proper use of MetroPlus' <u>Urgent Care Centers</u> and the toll free 24-Hour Health Care Hotline.</p>