



Community Behavioral Health: Provider Notice Pilot Secret Shopper Program for Outpatient Substance Use Programs December 1, 2020

Community Behavioral Health (CBH) measured HEDIS® rates (measures identified below) across the provider network and has identified an opportunity to improve timely access to treatment for members receiving substance use treatment services.

- 1) Follow-up After High Intensity Care (FUI) for Substance Use Disorder
- 2) Initiation and Engagement in Treatment (IET) of Alcohol and Other Drug Abuse or Dependence

CBH has developed an intervention aimed to improve the above HEDIS rates and will be conducting a Pilot Secret Shopper Program for Outpatient Substance Use Treatment Providers to assess earliest appointment availability and work toward increasing timely access. The program is in addition to the monthly electronic access data submission required by outpatient providers. The program will begin January 1, 2021 and includes the following components:

- Once per quarter, substance use providers will receive a phone call from an unidentified caller who will ask about appointment availability. The unidentified caller will not schedule appointments.
- Results from the Pilot Secret Shopper Program will be monitored and compared to the provider compliance monitoring requirements outlined in [CBH Bulletin 20-14](#).
- Providers who are unable to offer timely appointments may receive a request to complete a root cause analysis and/or performance improvement plan.

Questions for the Pilot Secret Shopper Program for Outpatient Substance Use Providers can be directed to Erin Maloney, Quality Improvement Specialist, at 267-602-2284.