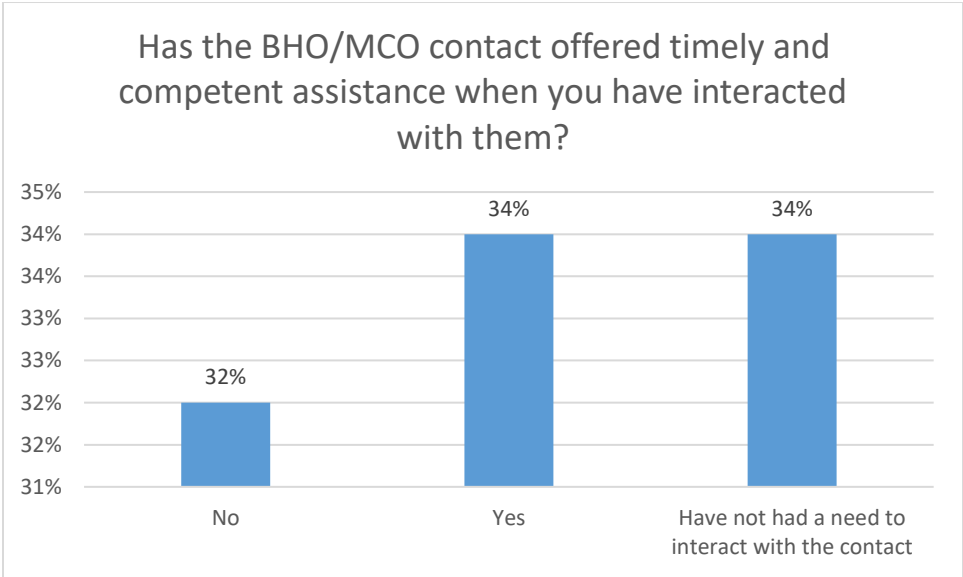
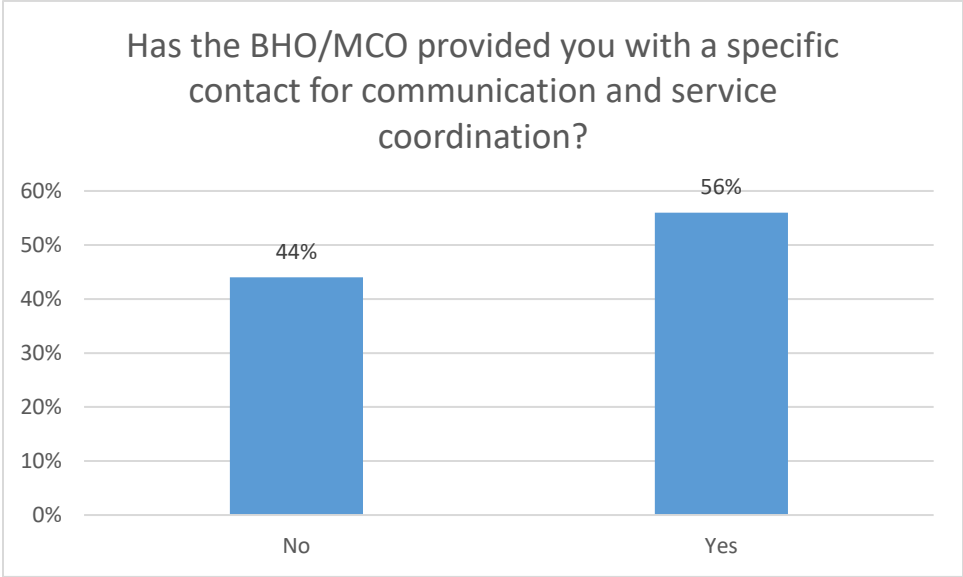
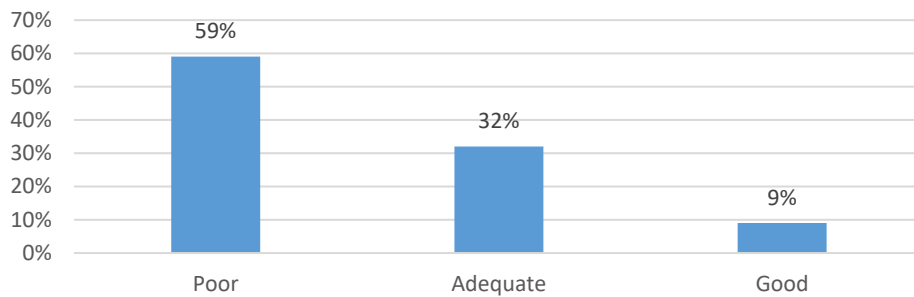


Indian Health Care Provider Evaluation of Washington State Managed Care  
Organizations: Findings and Recommendations

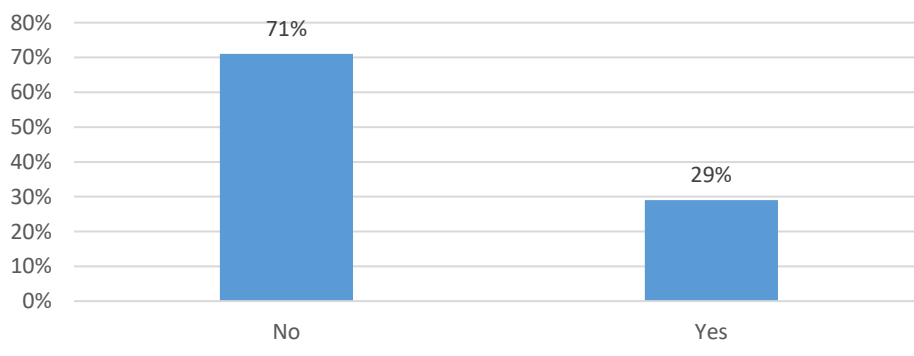
**APPENDIX D: RESULTS - Indian Health Care Provider Evaluation  
of Managed Care Entities**

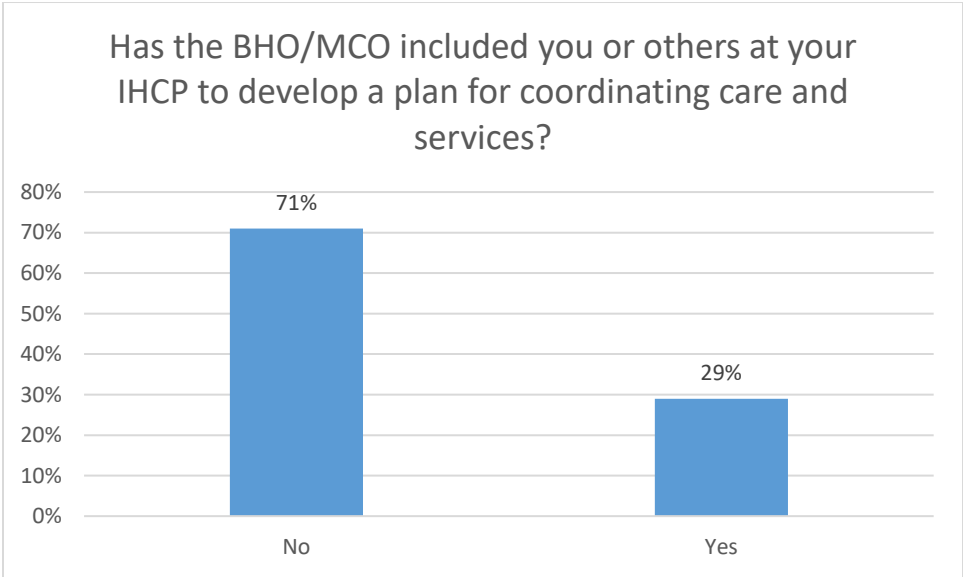
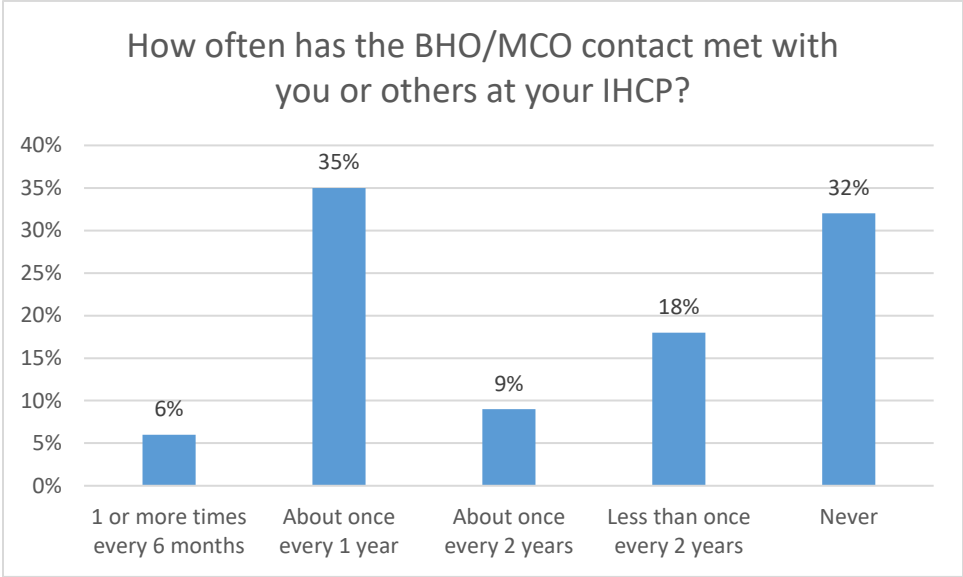


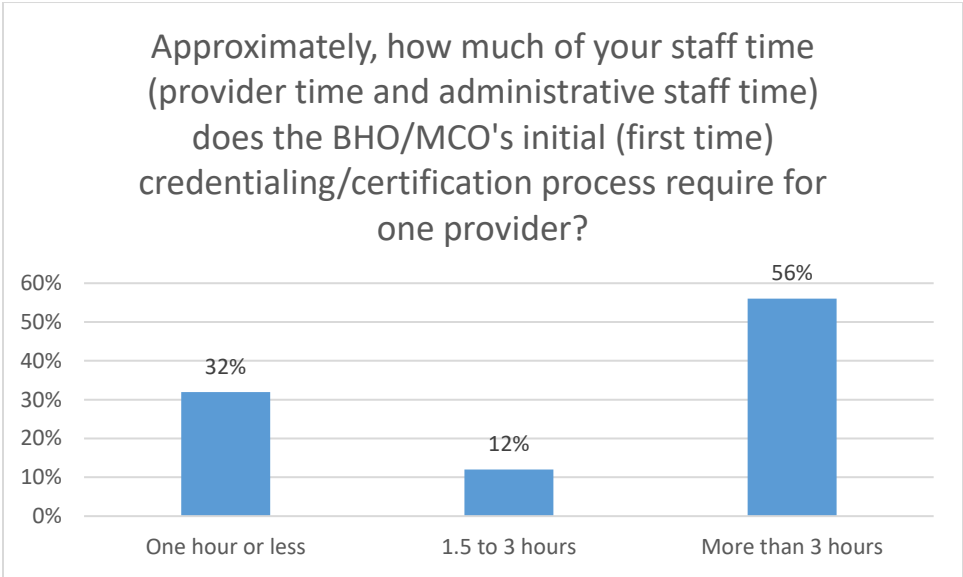
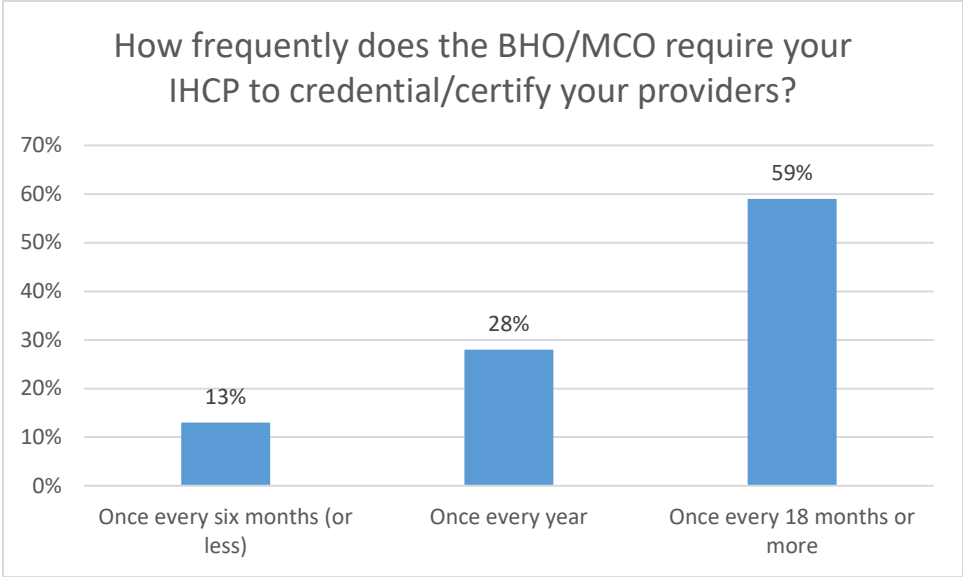
Based on your interactions with BHO/MCO staff, how would you describe their understanding of the Indian healthcare delivery system and the benefits and legal protections that apply to American Indians and Alaska Natives?



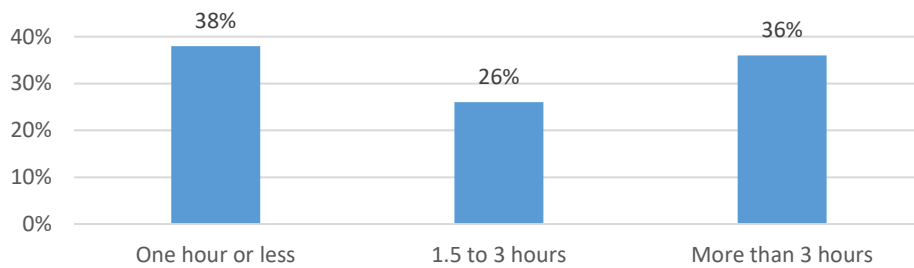
Has your BHO/MCO provided an effective process for your IHCP to suggest how they can better serve the needs of your IHCP and your community members?



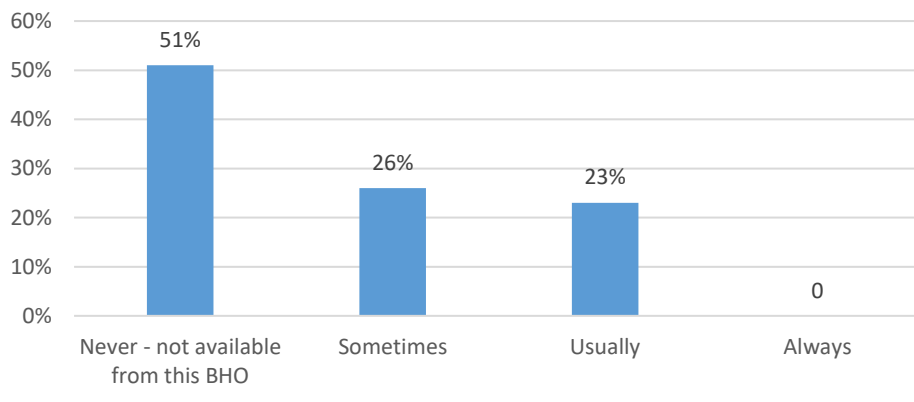


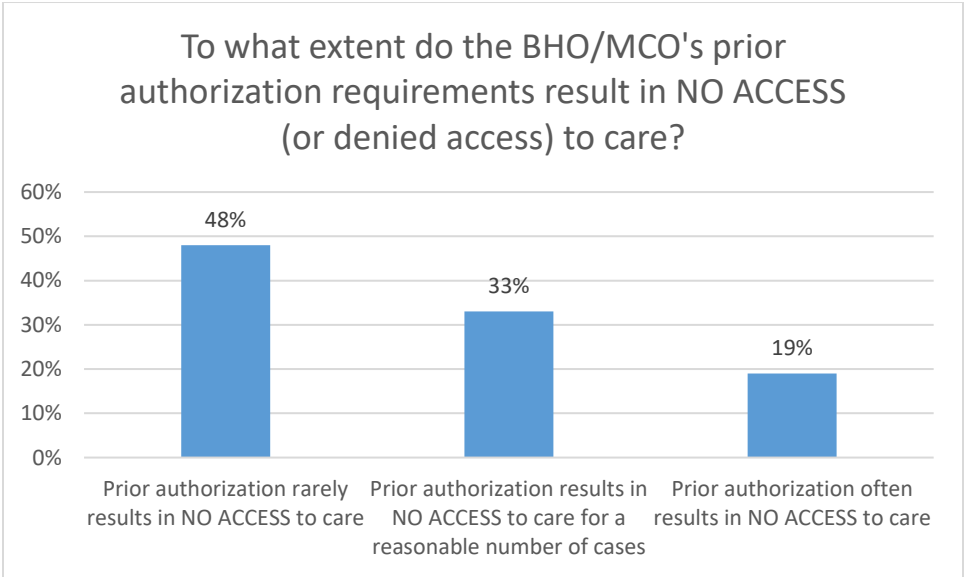
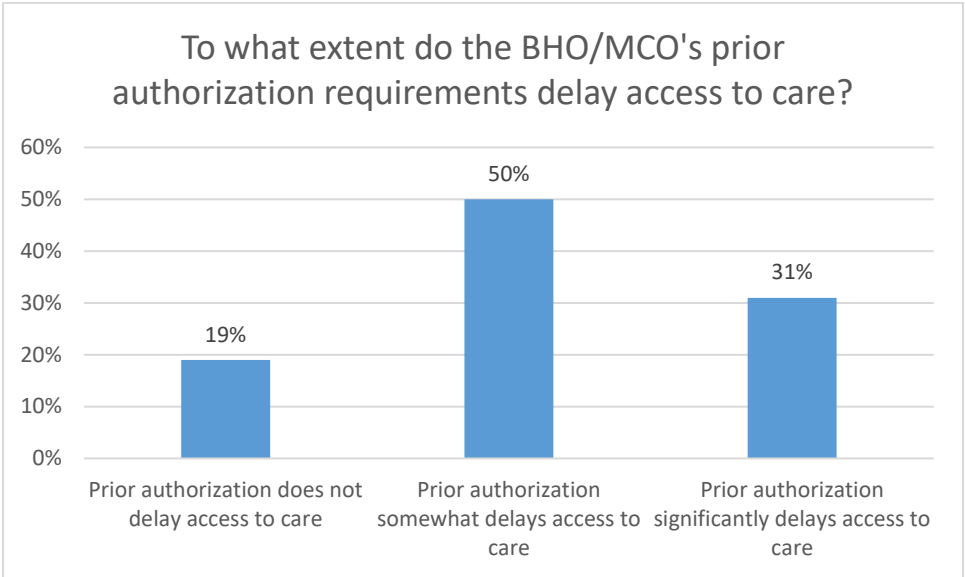


Approximately, how much of your staff time (provider time and administrative staff time) does the BHO/MCO's ongoing recredentialing/recertification process require for one provider, each time you have to recredential/recertify?

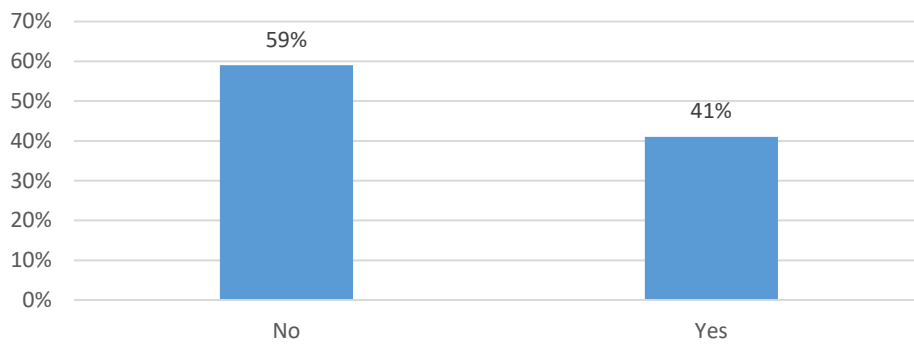


Does the BHO/MCO provide your IHCP's patients/clients with access to culturally competent care?

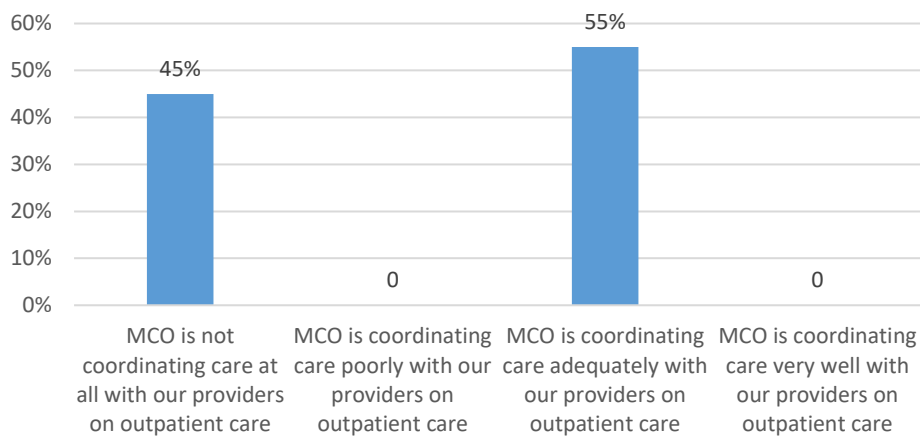




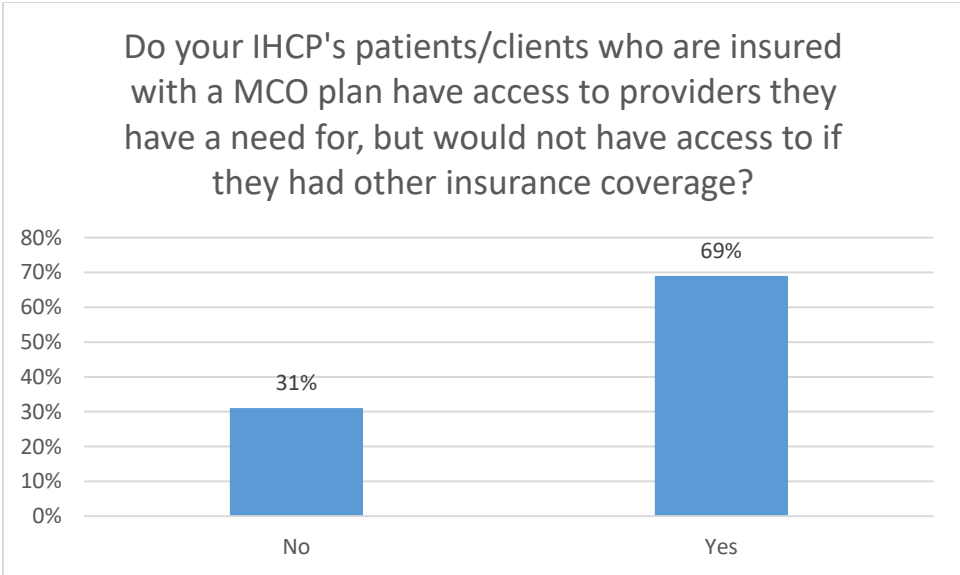
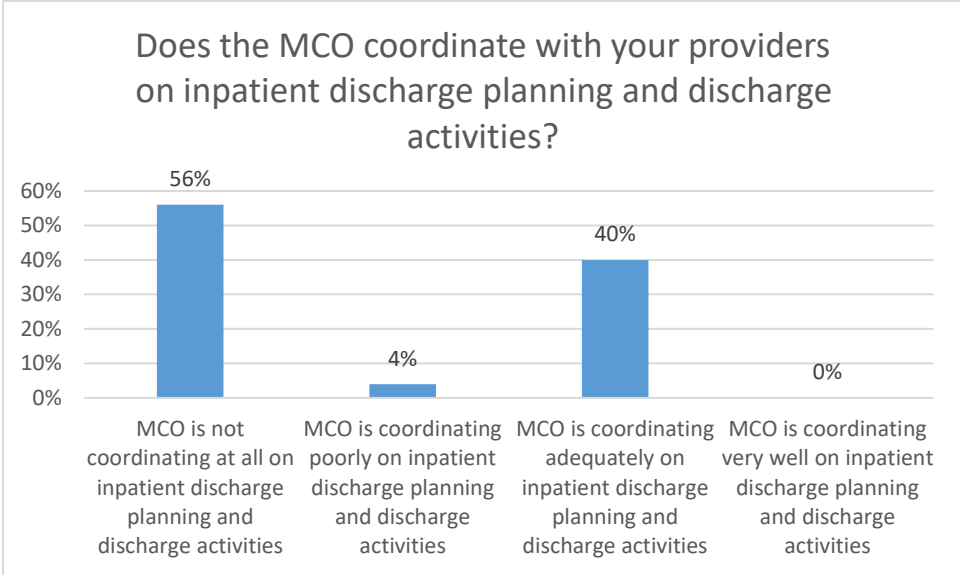
Has your tribe or urban Indian health program had to cover costs (paid out of your own funds) for care that was denied or delayed by the BHO/MCO as a result of preauthorization?



Please describe how well the MCO coordinates care with your providers on OUTPATIENT CARE.







Do your IHCP's patients/clients who are insured with a MCO plan have access to services or benefits that make a significant impact on their health status, but would not have access to if they had other insurance coverage?

