



Accessibility Self-Evaluation and Action Planning Tool

Strength or Action Area?	Accessibility Evaluation Question	Actions / Solutions
	Do all leaders at our agency understand the urgency categories and NCQA standards?	
	Do all clinical staff at our agency understand the urgency categories and NCQA standards?	
	Do all administrative staff at our agency understand the urgency categories and NCQA standards?	
	Are members able to speak directly with the person who can schedule their appointment the very first time they call?	
	Are members able to schedule the initial appointment without immediate access to their Medicaid information?	
	What percentage of the time are we able to offer appointments within NCQA timeframes?	
	Do our answering system messages for the general mailbox and for individual staff clearly identify our agency name, who to call in case of emergency, a specific time frame in which to expect a return call, and whether or not the line is confidential?	
	Is our staffing sufficient to allow us to offer timely appointments?	
	Are we doing everything we can to prevent staff burnout?	
	Have we checked to see if Magellan has the correct contact information on file, so members who use the online referral tool or who call Magellan for referrals can easily reach us?	
	Do we regularly update appointment availability information with Magellan, including whether or not we are taking new clients and any seasonal changes to office hours?	
	Do we have a point person who can track accessibility and coordinate improvements?	

Strength or Action Area?	Accessibility Evaluation Question	Actions / Solutions
	Is our accessibility tracking system adequate?	
	Are there any other agency policies, procedures, or tools we need to change to increase adherence with access standards?	
	Do we have procedures and resources in place for connecting members to alternative providers when we can't offer a timely appointment?	
	Do all of our scheduling staff know how to use Magellan's Online Provider Search Tool to find other Magellan network providers in our area? If not, do they know about the "how to" guide for the search tool that can be accessed by clicking " Need help searching for providers? " on the search tool web page?	
	Do all of our scheduling staff know that members can call the Magellan Customer Service line at 1-800-424-4046 to get referrals to alternative providers in our area?	
	Do all of our scheduling staff know about tools that help individuals to find non-Medicaid resources in their communities, such as the Virginia Easy Access navigation website, the 2-1-1 Virginia website, or the Magellan Peer and Family Recovery E-guide ?	

RESOURCES

Magellan of Virginia, Provider Handbook Supplement:
<https://www.magellanprovider.com/media/1697/supp.pdf>

Magellan National Provider Handbook:
https://www.magellanprovider.com/media/11893/provider_handbook.pdf
www.magellanofvirginia.com

- **Provider Search Tool** (link is located on the "Welcome" page)
- **"How to" guide for the Provider Search Tool** (link is located on the search tool page)

Magellan Customer Service Line: 1-800-424-4046

Virginia Easy Access: <http://easyaccess.virginia.gov/>

2-1-1 Virginia: <http://www.211virginia.org/consite/> or call 211

Magellan Peer and Family Recovery E-Guide:
http://www.magellanofvirginia.com/media/1391216/approved_2016_recovery_and_resiliency_resources_virginia_v1.pdf