



## **AT&T Critical Access Network (CAN) Program Description**

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The Beacon Health Options (Beacon) AT&T CAN is designed to provide same and next day appointment access for AT&T Participants. CAN providers will engage in activities to promote clinical effectiveness, member access to services, and member satisfaction. Care flexibility using in-person counseling and counseling by means of various technology modalities, such as telehealth and text based counseling, to meet Participant preferences are future goals for the CAN. CAN providers are eligible for a number of valuable benefits outlined below, including the benefits of the Preferred Provider Network and enhanced rates for same and next day initial appointments.

### **Critical Access Network Requirements**

The following requirements apply to providers participating in the AT&T CAN:

- 1) Same day or next business day appointments for AT&T Participants. Evening and/or weekend appointment availability is encouraged for all providers and required for EAP providers.
- 2) CAN Providers will utilize evidence-based practices including, but not limited to:
  - a) Cognitive Behavioral Therapy
  - b) Dialectical Behavioral Therapy
  - c) Short Term Problem Resolution
  - d) Medication-Assisted Therapy
  - e) Group Therapy
  - f) Community-Based Support and other Evidence-Based Support as clinically appropriate
- 3) Providers will utilize validated, participant-focused assessment instruments at intake for the development of care plans and on an ongoing basis throughout treatment.
- 4) CAN Providers agree to participate in an outcomes management program by having AT&T Participants complete a survey prior to each visit and by using the clinical and social information from that survey to advance the participant's treatment.



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- a) Providers are required to utilize Beacon's member outcome survey for 100% of AT&T Participants served who are willing to complete the assessments.
  - b) Provider agrees to participate in an annual survey rating the effectiveness of the AT&T Critical Access Network.
- 5) Outcome measures that demonstrate service effectiveness
  - 6) Survey results showing participant satisfaction, provided that that at least 10 AT&T participants are served and included in the survey in the calendar year.

### Benefits of the Critical Access Network Designation

Providers who join the AT&T Critical Access Network enjoy a number of benefits including:

- 1) **Opportunity for increased referrals** – CAN providers are identified in online directory, Referral Connect, for AT&T Members. CAN providers will also be the first referral presented to AT&T members when they call Beacon's member service line.
  - 2) **Free CEU/CMEs** – Beacon Health Options has partnered with Relias Learning to provide online CEU courses at NO CHARGE to CAN providers. Providers are able to access this web portal and sign up for self-paced online courses through ProviderConnect. In addition, CAN providers receive invitations to participate in live CME, CEU or professional development (PDH's) seminars offered at no charge.
  - 3) **Opportunity for enhanced outcome tracking.** Through the use of the outcome management program, and the data gathered from member surveys, providers will have an opportunity to obtain meaningful practice data regarding outcomes and participant satisfaction.
  - 4) **Priority in Beacon's rate increase process.** CAN providers will be given priority in making rate increase determinations based on the number of AT&T participants seen and the use of the member outcomes monitoring module.
  - 5) **Enhanced rates for same and next day appointments**
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