

Cigna Health and Life Insurance Company &
Connecticut General Life Insurance Company
Maryland Network Adequacy Access Plan Executive Summary

Travel Distance Standards

Specialty	Urban¹	Percentage of Enrollees	Sub-Urban²	Percentage of Enrollees	Rural Area³	Percentage of Enrollees
<i>Provider Type:</i>						
Allergy and Immunology	15	100.0%	30	99.9%	75	100.0%
Applied Behavioral Analyst	15	100.0%	30	100.0%	60	100.0%
Cardiovascular Disease	10	100.0%	20	100.0%	60	100.0%
Chiropractic	15	100.0%	30	100.0%	75	100.0%
Dermatology	10	100.0%	30	100.0%	60	100.0%
Endocrinology	15	100.0%	40	100.0%	90	100.0%
ENT/Otolaryngology	15	100.0%	30	99.9%	75	100.0%
Gastroenterology	10	99.9%	30	100.0%	60	100.0%
General Surgery	10	100.0%	20	100.0%	60	100.0%
Gynecology, OB/GYN	5	99.9%	10	98.5%	30	100.0%
Gynecology Only	15	99.9%	30	100.0%	75	100.0%
Licensed Clinical Social Worker	10	100.0%	25	100.0%	60	100.0%
Nephrology	15	100.0%	25	100.0%	75	100.0%
Neurology	10	99.9%	30	100.0%	60	100.0%
Oncology-Medical and Surgical	10	100.0%	20	100.0%	60	100.0%
Oncology-Radiation/Radiation Oncology	15	99.9%	40	100.0%	90	100.0%
Ophthalmology	10	99.9%	20	100.0%	60	100.0%
Pediatrics-Routine/Primary Care	5	99.9%	10	98.5%	30	100.0%
Physiatry, Rehabilitative Medicine	15	100.0%	30	100.0%	75	100.0%
Plastic Surgery	15	100.0%	40	100.0%	90	100.0%
Podiatry	10	100.0%	30	100.0%	60	100.0%
Primary Care Physician	5	100.0%	10	100.0%	30	100.0%
Psychiatry	10	100.0%	25	100.0%	60	100.0%
Psychology	10	100.0%	25	100.0%	60	100.0%
Pulmonology	10	100.0%	30	100.0%	60	100.0%
Rheumatology	15	99.9%	40	100.0%	90	100.0%
Urology	10	99.9%	30	100.0%	60	100.0%
All Other licensed or certified providers under contract with a carrier not listed	15	100.0%	40	100.0%	90	100.0%
<i>Facility Type:</i>						
Acute Inpatient Hospitals	10	99.9%	30	100.0%	60	100.0%
Critical Care Services -- Intensive Care Units	10	99.9%	30	100.0%	100	100.0%
Diagnostic Radiology	10	99.9%	30	100.0%	60	100.0%
Inpatient Psychiatric Facility	15	100.0%	45	100.0%	75	100.0%
Outpatient Dialysis	10	99.9%	30	100.0%	50	97.3%

Specialty	Urban ¹	Percentage of Enrollees	Sub-Urban ²	Percentage of Enrollees	Rural Area ³	Percentage of Enrollees
Outpatient Infusion/Chemotherapy	10	42.0%	30	92.3%	60	100.0%
Pharmacy	5	100.0%	10	100.0%	30	100.0%
Skilled Nursing Facilities	10	99.9%	30	100.0%	60	100.0%
Surgical Services (Outpatient or Ambulatory Surgical Center)	10	99.9%	30	100.0%	60	100.0%
Other Behavioral Health/Substance Abuse Facilities	10	100.0%	25	100.0%	60	100.0%
All other licensed or certified facilities under contract with a carrier not listed	15	100.0%	40	100.0%	90	100.0%
<i>Dental Providers</i>						
General dentist	15	100.0%	30	100.0%	60	100.0%
Endodontic	30	100.0%	45	100.0%	75	100.0%
Orthodontics and dentofacial orthopedics	30	100.0%	45	99.8%	75	100.0%
Oral and maxillofacial pathology	30	100.0%	45	100.0%	75	100.0%
Oral and maxillofacial radiology	30	100.0%	45	100.0%	75	100.0%
Oral and maxillofacial surgery	30	100.0%	45	100.0%	75	100.0%
Pediatric dentistry	30	100.0%	45	100.0%	75	100.0%
Periodontic	30	100.0%	45	99.8%	75	100.0%
Prosthodontics	30	100.0%	45	99.7%	75	99.8%
¹ "Urban area" means a zip code that, according to the Maryland Department of Planning has a human population equal to or greater than 3,000 per square mile.						
² "Suburban area" means a zip code that, according to the Maryland Department of Planning has a human population equal to or greater than 1,000 per square mile but less than 3,000 per square mile.						
³ "Rural area" means a zip code that, according to the Maryland Department of Planning has a human population of less than 1,000 per square mile.						

<ul style="list-style-type: none"> List the total number of certified registered nurse practitioners counted as a primary care provider. List the total percentage of primary care providers who are certified registered nurse practitioners. 	Nurse Practitioners provide primary care services to Cigna enrollees in accordance with our policy; however, Cigna's reporting system does not currently distinguish Nurse Practitioners by specialty.
<ul style="list-style-type: none"> List the total number of essential community providers in the carrier's network. List the total percentage of essential community providers available in the health benefit plan's service area who are participating providers. 	Cigna's network does include Essential Community Providers; however, Cigna's reporting system does not currently distinguish Essential Community Providers.

Appointment Waiting Time Survey – Medical		Results
Urgent Care (medical)	72 hours	Primary Care: 100%** Specialty Care: 93%**
Urgent Care (behavioral health, and substance use disorder)	48 hours	Behavioral, Substance Abuse 53%*
Routine Primary Care – non-urgent specialty care	15 calendar days	Primary Care: 97%**
Preventive Visit/Well Visit	30 calendar days	Primary Care: 93%**
Non-urgent Specialty	30 calendar days	Specialty Care: 96%**
Non-urgent Behavioral Health/Substance Use Disorder Provider	10 calendar days	Behavioral, Substance Abuse 76%*

**Data obtained from Maryland Physician Practice Specialty and Primary Care Appointment Access Survey

*Data obtained from National Customer Survey

Appointment Waiting Time Survey - Dental	Results
<i>General Dentists</i>	
Initial Appointment within 4 weeks	96.9%
Initial Appointments greater than 4 weeks	3.1%
<i>Specialists</i>	
Initial Appointment within 4 weeks	98.1%
Initial Appointments greater than 4 weeks	1.9%
*Urgent Care Appointments has been added for report measuring in 2019, and will be provided in 2020.	

Telehealth appointments - Cigna reimburses Health Care Professions for the diagnosis, consultation, and treatment of an enrollee for any covered service that can be appropriately provided through Telemedicine/Telehealth; however, Telemedicine/Telehealth appointments are not currently captured in the Appointment Waiting Time Analysis.

Provider-to-Enrollee Ratio Standards	Urban		Suburban		Rural	
	Ratio Results	Percentage of enrollees with access	Ratio Results	Percentage of enrollees with access	Ratio Results	Percentage of enrollees with access
1: 1,200 Primary Care	1: 2	100%	1: 5	100%	1: 8	100%
1: 2,000 Pediatric Care	1: 10	99%	1: 19	98.5%	1: 32	100%
1: 2,000 Obstetrical/ Gynecological Care	1: 9	99%	1: 19	98.5%	1: 43	100%
1: 2,000 Behavioral Health Care or Service	1: 4	100%	1: 7	100%	1: 11	100%
1: 2,000 Substance Abuse Disorder Care and Services	1: 109	100%	1: 198	100%	1: 195	100%