

Cigna Health and Insurance Company
Maryland Network Adequacy Access Plan Executive Summary 2020 for OAP

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	100.0%	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	100.0%	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	98.6%	30	100.0%
Gynecology Only	15	100.0%	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	100.0%	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	100.0%	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	100.0%
Outpatient Infusion/Chemotherapy	10	100.0%	30	100.0%	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%

Specialty	Urban ¹	Percentage of Enrollees	Sub-Urban ²	Percentage of Enrollees	Rural Area ³	Percentage of Enrollees
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%

Nurse Practitioners

Total number of certified registered nurse practitioners counted as a primary care provider.	4,363
Total percentage of primary care providers who are certified registered nurse practitioners	20.1%

Essential Community Providers (ECP)

- 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.

CMS ECP overview - by Classification - Medical and Behavioral providers

Classification	Total Count	Total Percentage Participating
Rural	25	59%
Suburban	3	50%
Urban	32	60%
Grand Total	60	59%

Maryland Medical, Behavioral Health and Substance Use Disorder Appointment Waiting Time Survey*	Results
Urgent care (including medical, behavioral health, and substance use disorder services)	72 hours 91%*
Routine Primary Care	15 calendar days 100%
Preventive Visit/Well Visit	30 calendar days 100%
Non-urgent Specialty Care	30 calendar days 100%
Non-urgent Behavioral Health/Substance Use Disorder Provider	10 calendar days 96%*
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.	0%

*The wait time standards are determined through third party assessment as opposed to first hand data directly from providers. As a result, they are at best an approximation of what patients experience but are not a complete picture. This metric is affected by geographic distribution of providers and availability of certain specialties. Cigna's network is currently open and accepting providers and facilities that meet credentialing requirements and will agree to contract terms.

Provider-to-Enrollee Ratios

Standard #Providers to #Enrollees	Meet Standard?
1: 1,200 Primary Care	Yes
1: 2,000 Pediatric Care	Yes
1: 2,000 OB/GYN	Yes
1: 2,000 Behavioral Health Care or Service	Yes
1: 2,000 Substance Abuse Disorder Care and Services	Yes

Dental	Urban ¹	Percentage of Enrollees	Sub-Urban ²	Percentage of Enrollees	Rural Area ³	Percentage of Enrollees
<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	100.0%	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	99.9%	75	100.0%
Periodontic	30	100.0%	45	99.7%	75	100.0%
Prosthodontics	30	99.0%	45	99.7%	75	99.5%

Essential Community Providers (ECP)

- 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.

CMS ECP overview - by Classification: Dental providers

Classification	Total Count	Total Percentage Participating
Rural	3	30%
Suburban*	0*	N/A*
Urban	10	60%
Grand Total	13	44%

*The only suburban provider listed does not offer dental services and is not a viable provider to contract.

Maryland Dental Appointment Waiting Time Survey	Results
<i>General Dentists</i>	
Initial Appointment within 4 weeks	99.5%
Initial Appointments greater than 4 weeks	0.5%
Urgent Care within 72 hours	99.8%
Urgent Care greater than 72 hours	0.2%
<i>Specialists</i>	
Initial Appointment within 4 weeks	98.1%
Initial Appointments greater than 4 weeks	1.9%
Urgent Care within 72 hours	98.6%
Urgent Care greater than 72 hours	1.4%

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.