

Network Adequacy Executive Summary

Carrier Name: Cigna Health and Life Insurance Company

Network Access Plan Name and Year: OAP 2023

(1) Travel Distance Standards

This chart lists the percentage of enrollees for which the carrier met the required travel distance standard for each provider type included in the carrier’s network in each geographic area served by the carrier.

| Provider Type | Urban Area | Suburban Area | Rural Area |
|---|------------|---------------|------------|
| Addiction Medicine | 99.5% | 99.8% | 100% |
| Allergy and Immunology | 100% | 100% | 100% |
| Applied Behavioral Analyst | 100% | 99.9% | 100% |
| Cardiovascular Disease | 100% | 100% | 100% |
| Chiropractic | 99.4% | 99.9% | 100% |
| Dermatology | 100% | 100% | 100% |
| Endocrinology | 100% | 100% | 100% |
| Ent/Otolaryngology | 100% | 100% | 100% |
| Gastroenterology | 100% | 100% | 100% |
| General Surgery | 100% | 100% | 100% |
| Gynecology, Ob/Gyn, Nurse-Midwifery/Certified Midwifery | 98.8% | 99.9% | 100% |
| Licensed Clinical Social Worker | 100% | 100% | 100% |
| Licensed Professional Counselor | 100% | 100% | 100% |
| Nephrology | 100% | 100% | 100% |
| Neurology | 100% | 100% | 100% |
| Oncology – Medical and Surgical | 100% | 100% | 100% |
| Oncology – Radiation / Radiation Oncology | 100% | 100% | 100% |
| Ophthalmology | 100% | 100% | 100% |
| Pediatrics – Routine / Primary Care | 100% | 99.9% | 100% |
| Physiatry, Rehabilitative Medicine | 100% | 100% | 100% |
| Plastic Surgery | 100% | 100% | 100% |
| Podiatry | 100% | 100% | 100% |
| Primary Care (Non-Pediatric) | 100% | 100% | 100% |
| Psychiatry – Adolescent and Child, Outpatient | 100% | 100% | 100% |
| Psychiatry – Geriatric, Outpatient | 100% | 100% | 100% |

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|--|--|------|------|
| Psychiatry – Outpatient | 100% | 100% | 100% |
| Psychology | 100% | 100% | 100% |
| Pulmonology | 100% | 100% | 100% |
| Rheumatology | 100% | 100% | 100% |
| Urology | 100% | 100% | 100% |
| Other licensed or certified providers under contract with a carrier not included above | 100% | 100% | 100% |
| Acupuncture | Data rolls up into Other Licensed or Certified Providers | | |
| Addiction Psychology | Data rolls up into Other Licensed or Certified Providers | | |
| Adolescent Medicine | Data rolls up into Other Licensed or Certified Providers | | |
| Adult Congenital Heart Disease | Data rolls up into Other Licensed or Certified Providers | | |
| Advanced Heart Failure and Transplant Cardiology | Data rolls up into Other Licensed or Certified Providers | | |
| Aerospace Medicine | Data rolls up into Other Licensed or Certified Providers | | |
| Anaplastologist | Data rolls up into Other Licensed or Certified Providers | | |
| Anatomic Pathology and Laboratory Medicine | Data rolls up into Other Licensed or Certified Providers | | |
| Andrology | Data rolls up into Other Licensed or Certified Providers | | |
| Anesthesia, Certified RN | Data rolls up into Other Licensed or Certified Providers | | |
| Anesthesiologist Assistant | Data rolls up into Other Licensed or Certified Providers | | |
| Anesthesiology | Data rolls up into Other Licensed or Certified Providers | | |
| Athletic Trainer | Data rolls up into Other Licensed or Certified Providers | | |
| Audiology | Data rolls up into Other Licensed or Certified Providers | | |
| Behavioral Clinic | Data rolls up into Other Licensed or Certified Providers | | |
| Behavioral Nurse | Data rolls up into Other Licensed or Certified Providers | | |
| Blood Banking/Transfusion Medicine | Data rolls up into Other Licensed or Certified Providers | | |
| Cardiac Electrophysiology | Data rolls up into Other Licensed or Certified Providers | | |
| Certified Genetic Counselor | Data rolls up into Other Licensed or Certified Providers | | |
| Child Abuse Pediatrics | Data rolls up into Other Licensed or Certified Providers | | |
| Clinical Biochemical Genetics | Data rolls up into Other Licensed or Certified Providers | | |
| Clinical Cytogenetics | Data rolls up into Other Licensed or Certified Providers | | |
| Clinical Genetics | Data rolls up into Other Licensed or Certified Providers | | |
| Clinical Neurophysiology | Data rolls up into Other Licensed or Certified Providers | | |
| Counseling | Data rolls up into Other Licensed or Certified Providers | | |
| Critical Care Medicine | Data rolls up into Other Licensed or Certified Providers | | |
| Cytopathology | Data rolls up into Other Licensed or Certified Providers | | |
| Dermatological Immunology | Data rolls up into Other Licensed or Certified Providers | | |
| Dermatopathology | Data rolls up into Other Licensed or Certified Providers | | |
| Diagnostic Lab Immunology | Data rolls up into Other Licensed or Certified Providers | | |
| DME Technology | Data rolls up into Other Licensed or Certified Providers | | |
| Emergency Medicine | Data rolls up into Other Licensed or Certified Providers | | |

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| Endodontics | Data rolls up into Other Licensed or Certified Providers |
| Female Pelvic Medicine and Reconstructive Surgery | Data rolls up into Other Licensed or Certified Providers |
| Foot and Ankle Surgery | Data rolls up into Other Licensed or Certified Providers |
| Genetics | Data rolls up into Other Licensed or Certified Providers |
| Gerontological Nurse Practitioner | Data rolls up into Other Licensed or Certified Providers |
| Hepatology | Data rolls up into Other Licensed or Certified Providers |
| HIV/AIDS Specialist | Data rolls up into Other Licensed or Certified Providers |
| Home Health Aide | Data rolls up into Other Licensed or Certified Providers |
| Hospice and Palliative Medicine | Data rolls up into Other Licensed or Certified Providers |
| Hospitalist | Data rolls up into Other Licensed or Certified Providers |
| Hyperbaric & Undersea Medicine | Data rolls up into Other Licensed or Certified Providers |
| Immunopathology | Data rolls up into Other Licensed or Certified Providers |
| Infectious Disease | Data rolls up into Other Licensed or Certified Providers |
| Licensed Practical Nurse | Data rolls up into Other Licensed or Certified Providers |
| Licensed Surgical Assistant | Data rolls up into Other Licensed or Certified Providers |
| Massage Therapy | Data rolls up into Other Licensed or Certified Providers |
| Medical Biochemical Genetics | Data rolls up into Other Licensed or Certified Providers |
| Medical Toxicology | Data rolls up into Other Licensed or Certified Providers |
| Micrographic Dermatologic Surgery | Data rolls up into Other Licensed or Certified Providers |
| Mid-level Nuclear Medicine | Data rolls up into Other Licensed or Certified Providers |
| Mid-level Physical Medicine and Rehabilitation | Data rolls up into Other Licensed or Certified Providers |
| Mid-level Surgery, Cardiovascular | Data rolls up into Other Licensed or Certified Providers |
| Multispecialty Group | Data rolls up into Other Licensed or Certified Providers |
| Naprapathic Medicine | Data rolls up into Other Licensed or Certified Providers |
| Naturopathic Medicine | Data rolls up into Other Licensed or Certified Providers |
| Neonatal Nurse Practitioner | Data rolls up into Other Licensed or Certified Providers |
| Neonatal-Perinatal Medicine | Data rolls up into Other Licensed or Certified Providers |
| Neurodevelopmental Disabilities | Data rolls up into Other Licensed or Certified Providers |
| Neuromuscular Medicine | Data rolls up into Other Licensed or Certified Providers |
| Neuromusculoskeletal Medicine | Data rolls up into Other Licensed or Certified Providers |
| Neuropathology | Data rolls up into Other Licensed or Certified Providers |
| Neuroradiology | Data rolls up into Other Licensed or Certified Providers |
| Neurotology | Data rolls up into Other Licensed or Certified Providers |
| Nurse Practitioner | Data rolls up into Other Licensed or Certified Providers |
| Nutrition | Data rolls up into Other Licensed or Certified Providers |
| Occupational Medicine | Data rolls up into Other Licensed or Certified Providers |
| Occupational Therapy | Data rolls up into Other Licensed or Certified Providers |
| Ocularist | Data rolls up into Other Licensed or Certified Providers |
| Optometry | Data rolls up into Other Licensed or Certified Providers |

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| Orthodontics | Data rolls up into Other Licensed or Certified Providers |
| Orthopaedic Sports Medicine | Data rolls up into Other Licensed or Certified Providers |
| Orthopaedic Technology | Data rolls up into Other Licensed or Certified Providers |
| Orthopaedic Trauma | Data rolls up into Other Licensed or Certified Providers |
| Orthoptist | Data rolls up into Other Licensed or Certified Providers |
| Orthotics and Prosthetics | Data rolls up into Other Licensed or Certified Providers |
| Osteopathic Manipulative Medicine | Data rolls up into Other Licensed or Certified Providers |
| Pain Management | Data rolls up into Other Licensed or Certified Providers |
| Pathology | Data rolls up into Other Licensed or Certified Providers |
| Pathology Molecular Genetic | Data rolls up into Other Licensed or Certified Providers |
| Pathology, Anatomic | Data rolls up into Other Licensed or Certified Providers |
| Pathology, Anatomic and Clinical | Data rolls up into Other Licensed or Certified Providers |
| Pathology, Chemical | Data rolls up into Other Licensed or Certified Providers |
| Pathology, Clinical | Data rolls up into Other Licensed or Certified Providers |
| Pathology, Forensic | Data rolls up into Other Licensed or Certified Providers |
| Pathology, Medical Microbiology | Data rolls up into Other Licensed or Certified Providers |
| Pathology, Oral | Data rolls up into Other Licensed or Certified Providers |
| Pathology, Pediatric | Data rolls up into Other Licensed or Certified Providers |
| Pathology, Radioisotopic | Data rolls up into Other Licensed or Certified Providers |
| Pediatric Allergy & Immunology | Data rolls up into Other Licensed or Certified Providers |
| Pediatric Cardiology | Data rolls up into Other Licensed or Certified Providers |
| Pediatric Critical Care Medicine | Data rolls up into Other Licensed or Certified Providers |
| Pediatric Dentistry | Data rolls up into Other Licensed or Certified Providers |
| Pediatric Dermatology | Data rolls up into Other Licensed or Certified Providers |
| Pediatric Emergency Medicine | Data rolls up into Other Licensed or Certified Providers |
| Pediatric Endocrinology | Data rolls up into Other Licensed or Certified Providers |
| Pediatric Gastroenterology | Data rolls up into Other Licensed or Certified Providers |
| Pediatric Hematology/Oncology | Data rolls up into Other Licensed or Certified Providers |
| Pediatric Immunology | Data rolls up into Other Licensed or Certified Providers |
| Pediatric Infectious Disease | Data rolls up into Other Licensed or Certified Providers |
| Pediatric Nephrology | Data rolls up into Other Licensed or Certified Providers |
| Pediatric Neurology | Data rolls up into Other Licensed or Certified Providers |
| Pediatric Otolaryngology | Data rolls up into Other Licensed or Certified Providers |
| Pediatric Pulmonology | Data rolls up into Other Licensed or Certified Providers |
| Pediatric Radiology | Data rolls up into Other Licensed or Certified Providers |
| Pediatric Rehabilitation Medicine | Data rolls up into Other Licensed or Certified Providers |
| Pediatric Rheumatology | Data rolls up into Other Licensed or Certified Providers |
| Pediatric Sports Medicine | Data rolls up into Other Licensed or Certified Providers |
| Pediatric Surgery | Data rolls up into Other Licensed or Certified Providers |
| Pediatric Transplant | Data rolls up into Other Licensed or Certified Providers |

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| Pediatric Urology | Data rolls up into Other Licensed or Certified Providers | | |
| Pediatrics - Staff | Data rolls up into Other Licensed or Certified Providers | | |
| Pediatrics, Developmental-Behavioral | Data rolls up into Other Licensed or Certified Providers | | |
| Pediatrics, Medical Toxicology | Data rolls up into Other Licensed or Certified Providers | | |
| Perfusion | Data rolls up into Other Licensed or Certified Providers | | |
| Periodontics | Data rolls up into Other Licensed or Certified Providers | | |
| Pharmacology, Clinical | Data rolls up into Other Licensed or Certified Providers | | |
| Physical Therapy | Data rolls up into Other Licensed or Certified Providers | | |
| Physician Assistant | Data rolls up into Other Licensed or Certified Providers | | |
| Preventive Medicine/Public Health | Data rolls up into Other Licensed or Certified Providers | | |
| Proctology | Data rolls up into Other Licensed or Certified Providers | | |
| Prosthodontics | Data rolls up into Other Licensed or Certified Providers | | |
| Psychology, Child | Data rolls up into Other Licensed or Certified Providers | | |
| Radiological Physics | Data rolls up into Other Licensed or Certified Providers | | |
| Registered Dietitian | Data rolls up into Other Licensed or Certified Providers | | |
| Registered Nurse | Data rolls up into Other Licensed or Certified Providers | | |
| Reproductive Endocrinology/Infertility | Data rolls up into Other Licensed or Certified Providers | | |
| Respiratory Therapy | Data rolls up into Other Licensed or Certified Providers | | |
| Sleep Medicine | Data rolls up into Other Licensed or Certified Providers | | |
| Speech Therapy | Data rolls up into Other Licensed or Certified Providers | | |
| Spinal Cord Injury Medicine | Data rolls up into Other Licensed or Certified Providers | | |
| Sports Medicine | Data rolls up into Other Licensed or Certified Providers | | |
| Surgery, Colon and Rectal | Data rolls up into Other Licensed or Certified Providers | | |
| Surgery, Hand | Data rolls up into Other Licensed or Certified Providers | | |
| Surgery, Head and Neck | Data rolls up into Other Licensed or Certified Providers | | |
| Surgery, Neurological | Data rolls up into Other Licensed or Certified Providers | | |
| Surgery, Oral and Maxillofacial | Data rolls up into Other Licensed or Certified Providers | | |
| Surgery, Orthopedic | Data rolls up into Other Licensed or Certified Providers | | |
| Surgery, Thoracic | Data rolls up into Other Licensed or Certified Providers | | |
| Surgery, Vascular | Data rolls up into Other Licensed or Certified Providers | | |
| Surgical Assistance | Data rolls up into Other Licensed or Certified Providers | | |
| Surgical Critical Care | Data rolls up into Other Licensed or Certified Providers | | |
| Transplant Hepatology | Data rolls up into Other Licensed or Certified Providers | | |
| Undersea Medicine | Data rolls up into Other Licensed or Certified Providers | | |
| Vascular & Interventional Radiology | Data rolls up into Other Licensed or Certified Providers | | |
| Vascular Neurology | Data rolls up into Other Licensed or Certified Providers | | |
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| Facility Type | Urban Area | Suburban Area | Rural Area |
| Acute Inpatient Hospitals | 99.8% | 100% | 100% |
| Ambulatory Infusion Centers | 100% | 100% | 100% |

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|---|--|-------|-------|
| Critical Care Services — Intensive Care Units | 99.8% | 100% | 100% |
| Diagnostic Radiology | 100% | 100% | 100% |
| Inpatient Psychiatric Facility | 100% | 100% | 100% |
| Opioid Treatment Services Provider | 80.2% | 99.1% | 100% |
| Outpatient Dialysis | 100% | 100% | 100% |
| Outpatient Mental Health Clinic | 100% | 100% | 100% |
| Outpatient Substance Use Disorder Facility | 100% | 99.9% | 100% |
| Pharmacy | 100% | 100% | 100% |
| Residential Crisis Services | 14.3% | 98.7% | 98.0% |
| Skilled Nursing Facilities | 100% | 100% | 100% |
| Substance Use Disorder Residential Treatment Facility | 48.5% | 99.0% | 100% |
| Surgical Services (Outpatient or Ambulatory Surgical Center) | 100% | 100% | 100% |
| Other Behavioral Health/Substance Abuse Facilities | 100% | 99.8% | 100% |
| Aftercare | Data rolls up into Other Licensed or Certified Providers | | |
| Detox Inpatient | Data rolls up into Other Licensed or Certified Providers | | |
| Dual Diagnosis Day Treatment Program | Data rolls up into Other Licensed or Certified Providers | | |
| Dual Diagnosis Partial Hospitalization Program | Data rolls up into Other Licensed or Certified Providers | | |
| Substance Abuse Inpatient/Rehab | Data rolls up into Other Licensed or Certified Providers | | |
| Substance Abuse Low Intensity Outpatient Program | Data rolls up into Other Licensed or Certified Providers | | |
| Substance Use Assessment | Data rolls up into Other Licensed or Certified Providers | | |
| Substance Use Day Treatment | Data rolls up into Other Licensed or Certified Providers | | |
| Substance Use IOP | Data rolls up into Other Licensed or Certified Providers | | |
| Other licensed or certified providers under contract with a carrier not included above: | 100% | 100% | 100% |
| Ambulance/Transportation Services | Data rolls up into Other Licensed or Certified Providers | | |
| Audiology | Data rolls up into Other Licensed or Certified Providers | | |
| Birthing Center Services | Data rolls up into Other Licensed or Certified Providers | | |
| Cardiology Services | Data rolls up into Other Licensed or Certified Providers | | |
| Community Health Center | Data rolls up into Other Licensed or Certified Providers | | |
| Convenience Care Clinic | Data rolls up into Other Licensed or Certified Providers | | |
| Custodial Care Services | Data rolls up into Other Licensed or Certified Providers | | |
| Family Planning Provider | Data rolls up into Other Licensed or Certified Providers | | |
| Federally Qualified Health Center | Data rolls up into Other Licensed or Certified Providers | | |
| Fetal Monitoring Services | Data rolls up into Other Licensed or Certified Providers | | |
| Freestanding Emergency Room | Data rolls up into Other Licensed or Certified Providers | | |
| Genetic Testing | Data rolls up into Other Licensed or Certified Providers | | |
| Health Education Services | Data rolls up into Other Licensed or Certified Providers | | |

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| Home Infusion Services | Data rolls up into Other Licensed or Certified Providers |
| Hospice Inpatient | Data rolls up into Other Licensed or Certified Providers |
| Hospice Outpatient | Data rolls up into Other Licensed or Certified Providers |
| Hyperbaric Oxygen Therapy | Data rolls up into Other Licensed or Certified Providers |
| Indian Health Provider | Data rolls up into Other Licensed or Certified Providers |
| Inpatient Acute Rehab Facility | Data rolls up into Other Licensed or Certified Providers |
| Laboratory Services | Data rolls up into Other Licensed or Certified Providers |
| Lithotripsy Services | Data rolls up into Other Licensed or Certified Providers |
| Medical Rehabilitation, Outpatient | Data rolls up into Other Licensed or Certified Providers |
| Nuclear Cardiology | Data rolls up into Other Licensed or Certified Providers |
| Nutrition Counseling Services | Data rolls up into Other Licensed or Certified Providers |
| Other Essential Community Provider | Data rolls up into Other Licensed or Certified Providers |
| Other/Unknown | Data rolls up into Other Licensed or Certified Providers |
| Pain Management Services | Data rolls up into Other Licensed or Certified Providers |
| Perinatal Care Services | Data rolls up into Other Licensed or Certified Providers |
| Physical Therapy | Data rolls up into Other Licensed or Certified Providers |
| Rehabilitation Facility | Data rolls up into Other Licensed or Certified Providers |
| Reproductive Health Services | Data rolls up into Other Licensed or Certified Providers |
| Residential Substance Abuse Facility | Data rolls up into Other Licensed or Certified Providers |
| Ryan White Provider | Data rolls up into Other Licensed or Certified Providers |
| Sleep Disorder Studies | Data rolls up into Other Licensed or Certified Providers |
| Speech Therapy | Data rolls up into Other Licensed or Certified Providers |
| Urgent Care Services | Data rolls up into Other Licensed or Certified Providers |
| Vaccine/Immunization Services Only | Data rolls up into Other Licensed or Certified Providers |
| Vision Services | Data rolls up into Other Licensed or Certified Providers |

(a) List the total number of **certified registered nurse practitioners** counted as a primary care provider.

4,402

(b) List the total percentage of primary care providers who are certified registered nurse practitioners.

50.0%

(c) List the total number of **essential community providers** in the carrier’s network in each of the urban, rural, and suburban areas providing the services below. Additionally, list the total percentage of essential community providers available in the health benefit plan’s service area that are participating providers for each of the nine categories shown in the chart.

| | Urban number; percent | Suburban number; percent | Rural number; percent |
|--|------------------------------|---------------------------------|------------------------------|
| (i) Medical services | 18;2.8% | 1;0.3% | 12;3.2% |
| (ii) Mental health services | 14;5.9% | 2;1.4% | 4;3.2% |
| (iii) Substance use disorder services | 5;0.8% | 2;0.7% | 4;1.2% |

(d) List the total number of **local health departments** in the carrier’s network providing the services in the chart below. Of all the health departments in the state providing the services below, list the percentage in the carrier’s network.

| Service | Number Offering Service in the Network | Percentage of Maryland Health Depts. Offering Service |
|--|---|--|
| (i) Medical services | 5 | 3.5% |
| (ii) Mental health services | 2 | 5.7% |
| (iii) Substance use disorder services | 2 | 1.9% |

(2) Appointment Waiting Time Standards

(a) For each appointment type listed in the chart below, list the calculated median waiting time to obtain an in-person appointment with a participating provider, in the following format:

| | Median Appointment Waiting Time |
|---|--|
| Urgent care for medical services | 18.6 hours |
| Inpatient urgent care for mental health services | 21.5 hours |
| Inpatient urgent care for substance use disorder services | 5.3 hours |
| Outpatient urgent care for mental health services | 48.4 hours |
| Outpatient urgent care for substance use disorder services | 46.1 hours |
| Routine primary care | 1.9 calendar days |
| Preventive care/Well visit | 6.3 calendar days |
| Non-urgent specialty care | 5.8 calendar days |
| Non-urgent mental health | 5.7 calendar days |
| Non-urgent substance use disorder care | 5.0 calendar days |

(3) Provider-to-Enrollee Ratio Standards

(a) This subsection does not apply to Group Model HMO health benefit plans.

(b) For all other carriers, summarize the network performance for each provider-to-enrollee ratio standard listed in COMAR 31.10.44.07 by listing the calculated number of providers in the provider panel, rounded to the nearest whole number, for each of the following categories of enrollees:

| Provider Service Type | Number of Providers per 1,200 Enrollees |
|---|--|
| (i) 1,200 enrollees for primary care; | 555 |
| Provider Service Type | Number of Providers per 2,000 Enrollees |
| (ii) 2,000 enrollees for pediatric care; | 228 |
| (iii) 2,000 enrollees for obstetrical/gynecological care; | 687 |
| (iv) 2,000 enrollees for mental health care or service; and | 10 |
| (v) 2,000 enrollees for substance use disorder care and services. | 31 |