

KAISER PERMANENTE
Insurance Company

**2021 MARYLAND NETWORK ADEQUACY
EXECUTIVE SUMMARY**

(1) Travel Distance Standards

(a) For each provider type listed, list the percentage of enrollees, for which the carrier met the travel distance standards, in the following format:

PROVIDER GROUP	Urban	Suburban	Rural
Acute Inpatient Hospitals	99.6	100	100
All other licensed or certified facilities under contract with a carrier not listed	100	100	100
All other licensed or certified providers under contract with a carrier not listed	100	100	100
Allergy and Immunology	100	99.7	100
Applied Behavioral Analyst	100	100	100
Cardiovascular Disease	100	100	100
Chiropractic	100	99.7	100
Critical Care Services - Intensive Care Units	99.6	100	100
Dermatology	100	100	100
Diagnostic Radiology	100	100	100
Endocrinology	100	100	100
ENT/Otolaryngology	100	99.7	100
Gastroenterology	100	100	100
General Surgery	100	100	100
Gynecology	100	100	100
Gynecology, OB/GYN	99.2	100	100
Inpatient Psychiatric Facility	91.0	100	100
Licensed Clinical Social Worker	100	99.7	100
Nephrology	100	100	100
Neurology	98.8	100	100
Oncology - Medical and Surgical	100	100	100
Oncology - Radiation/Radiation Oncology	100	100	100
Ophthalmology	100	100	100
Other Behavioral Health/Substance Abuse Facilities	83.0	97.1	99.6
Outpatient Dialysis	100	100	100
Outpatient Infusion/Chemotherapy	100	100	100
Pediatrics - Routine/Primary Care	98.9	100	100
Pharmacy *	100	100	100
Physiatry, Rehabilitative Medicine	100	100	100
Plastic Surgery	100	100	100
Podiatry	100	100	100
Primary Care Physician	100	100	100
Psychiatry	99.4	99.7	100
Psychology	100	100	100
Pulmonology	100	100	100
Rheumatology	100	100	100
Skilled Nursing Facilities	99.0	99.7	100
Surgical Services (Outpatient or Ambulatory Surgical Center)	100	100	100
Urology	100	100	99.6

*The Pharmacy data is based on information supplied by KPIC's contracted pharmacy vendor MedImpact.

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

Zero (0) registered nurse practitioners are counted as primary care providers in MultiPlan's network.

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

Zero percent (0%) of primary care providers are certified registered nurse practitioners in MultiPlan's network.

- (d) List the total number of essential community providers in the carrier's network.** MultiPlan's network contracts with 81 of the 139 provider/locations.

Categories	ECP Provider Count	ECP Provider Percentage
Rural		
Out of Network:	28	43.8
Under Contract:	36	56.3
Suburban		
Out of Network:	3	50.0
Under Contract:	3	50.0
Urban		
Out of Network:	27	39.1
Under Contract:	42	60.9

- (e) List the total percentage of essential community providers available in the health benefit plan's service area that are participating providers.**

MultiPlan's network contracts with 81 of the 139 provider/locations, which is 58.2% of the total ECPs published by The Centers for Medicare & Medicaid Services (CMS).

(2) Appointment Wait Time Standards

- (a) For each appointment type, list the percentage of enrollees for which the carrier met the appointment wait time standards, in the following format:**

Maryland Appointment Type Category	Provider Locations Meeting Standard	Total Provider Locations Reporting Data	Percent of Provider Locations Meeting Standard
Non-urgent behavioral health/substance use disorder services	833	1,035	80.48%
Non-urgent specialty care	10,691	11,949	89.47%
Preventive visit/well visit	8,809	9,869	89.26%
Routine primary care	4,690	5,798	80.89%
Urgent Care	10,535	14,164	74.38%

Note: The Coronavirus pandemic impacted the ability to collect wait time data along with many other data elements over the past year. MultiPlan's Outbound Call Centers were constantly informed that providers were unable to provide information due to COVID-19 restraints.

(b) List the total percentage of telehealth appointments counted as part of the appointment waiting time standard results.

Two-point two percent (2.2%) of the total percentage of telehealth appointments were counted as part of the appointment wait time standards results.

(3) Provider-to-Enrollee Ratio

List whether the percentage of provider-to-enrollee ratios meet the provider-to-enrollee ratio standards (as listed in COMAR 31.10.44.06) of this chapter for each of the following categories:

- (i) 1,200 enrollees for primary care;
- (ii) 2,000 enrollees for pediatric care;
- (iii) 2,000 enrollees for obstetrical/gynecological care;
- (iv) 2,000 enrollees for behavioral health care or service;
- (v) 2,000 enrollees for substance use disorder care and services;

Provider Group	Providers	Enrollees	Ratio	Provider to Enrollee Ratio	Pass/Fail	Standard
Primary Care Physician	6,425	2,959	6425 : 2959	2.17 : 1	PASS	1: 1,200
Pediatrics	2,458	2,959	2458 : 2959	1 : 1.20	PASS	1: 2,000
Gynecology, OB/GYN	1,666	2,959	1666 : 2959	1 : 1.78	PASS	1: 2,000
Behavioral Health Care or Service	1,335	2,959	1335 : 2959	1 : 2.22	PASS	1: 2,000
Substance Use Disorder Care and Services	8	2,959	8 : 2959	1 : 369.88	PASS	1: 2,000