

Aetna Health and Life Insurance Company (AHLIC)

I. Executive Summary Form

For each provider panel used by a carrier for a health benefit plan, the carrier must provide the network sufficiency results for the health benefit plan service area as follows:

(1) Travel Distance Standards.

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

AHLIC	Urban Area	Suburban Area	Rural Area
Primary Care Provider	100%	NA	NA
Gynecology, OB/GYN	100%	NA	NA
Pediatrics	100%	NA	NA
Allergy and Immunology	100%	NA	NA
Cardiovascular Disease	100%	NA	NA
Chiropractic	100%	NA	NA
Dermatology	100%	NA	NA
Endocrinology	100%	NA	NA
ENT/Otolaryngology	100%	NA	NA
Gastroenterology	100%	NA	NA
General Surgery	100%	NA	NA
Gynecology Only	100%	NA	NA
Nephrology	100%	NA	NA
Neurology	100%	NA	NA
Oncology – Medical and Surgical	100%	NA	NA
Oncology – Radiation/Radiation Oncology	100%	NA	NA
Ophthalmology	100%	NA	NA
Physiatry, Rehabilitative Medicine	100%	NA	NA
Plastic Surgery	100%	NA	NA
Podiatry	100%	NA	NA
Pulmonology	100%	NA	NA

AHLIC	Urban Area	Suburban Area	Rural Area
Rheumatology	100%	NA	NA
Urology	100%	NA	NA
All other licensed or certified providers under contract with a carrier not listed (Other Specialists)	100%	NA	NA
Pharmacy	100%	NA	NA
Acute Inpatient Hospitals	100%	NA	NA
Critical Care Services – Intensive Care Units	100%	NA	NA
Diagnostic Radiology	100%	NA	NA
Outpatient Dialysis	100%	NA	NA
Outpatient Infusion/Chemotherapy	100%	NA	NA
Skilled Nursing Facilities	100%	NA	NA
Surgical Services (Outpatient or Ambulatory Surgical Center)	100%	NA	NA
All other licensed or certified facilities under contract with a carrier not listed (Other Facilities)	100%	NA	NA
Psychiatrist	100%	NA	NA
Psychologist	100%	NA	NA
Applied Behavior Analyst	100%	NA	NA
Licensed Clinical Social Worker	100%	NA	NA
All other licensed or certified providers under contract with a carrier not listed	100%	NA	NA
Inpatient Psychiatric Facility	100%	NA	NA

AHLIC	Urban Area	Suburban Area	Rural Area
Other Behavioral Health/Substance Abuse Facilities	100%	NA	NA

NA – Zero membership

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

Response: The specific number of registered nurse practitioners counted as primary care is not included in the geo-access data.

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

Response: Our systems are unable to determine the percentage of registered nurse practitioners that practice as primary care. Within the systems, nurse practitioners are a broad provider type and we cannot drill down to determine in which specialty field they practice.

(d) List the total number of essential community providers in the carrier's network.

551 ECP providers are participating in our network

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

ZipClass	All ECPs	AHLIC-Contract	
	Count	Count	% Contracted
Rural	417	267	64%
Suburban	206	77	37%
Urban	563	207	37%
Grand Total	1,186	551	46%

(2) Appointment Waiting Time Standards.

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

Appointment Waiting time Standard Results	AHLIC
Urgent care-within 72 hours	95%
Routine primary care- within 15 calendar days	100%
Preventive Visit/Well Visit - within 30 calendar days	100%
Non-urgent specialty care within 30 calendar days (OB/GYN – high-volume)	100%

Appointment Waiting time Standard Results	AHLIC
Non-urgent specialty care within 30 calendar days (Oncologists – high-impact)	100%
Non-urgent behavioral health/substance use disorder services- within 10 calendar days	98%

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

Response: Telehealth appointments are not factored into appointment waiting time standards results.

(3) Provider-to-Enrollee Ratio Standards.

A carrier must list whether the percentage of provider-to-enrollee ratios meet the provider-to-enrollee ratio standards listed in Section G 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; and
- (v) 2,000 enrollees for substance use disorder care and services.

Response: All provider types exceeded the provider-to-enrollee ratio standards as indicated in the chart below:

	Provider-to- Enrollee Ratio Standard	AHLIC Results
Primary Care	1:1200	*1224:1200
Pediatrics**	1:2000	*53289:2000
OB/GYN**	1:2000	*809:2000
Behavioral Health Care or Service	1:2000	366.8:2000
Substance Use Disorder Care & Services	1:2000	21.6:2000

*High physician to member count due to low membership

**The Student Health membership numbers are captured by the college zip code and one record per student enrolled. Student residence and demographic information is not captured, as a result the total population of the membership will be used for OB/GYN and Pediatrics.