

## 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:

<b>HMO</b>	<b>Urban Area</b>	<b>Suburban Area</b>	<b>Rural Area</b>
<b>Primary Care Provider</b>	100%	99.9%	100%
<b>Gynecology, OB/GYN</b>	99.6%	99.6%	100%
<b>Pediatrics</b>	99.5%	99.6%	100%
<b>Allergy and Immunology</b>	100%	99.9%	100%
<b>Cardiovascular Disease</b>	100%	100%	100%
<b>Chiropractic</b>	100%	100%	100%
<b>Dermatology</b>	99.8%	100%	100%
<b>Endocrinology</b>	100%	100%	100%
<b>ENT/Otolaryngology</b>	100%	99.9%	100%
<b>Gastroenterology</b>	100%	100%	100%
<b>General Surgery</b>	100%	100%	100%
<b>Gynecology Only</b>	100%	99.9%	100%
<b>Nephrology</b>	100%	100%	100%
<b>Neurology</b>	100%	100%	100%
<b>Oncology – Medical and Surgical</b>	99.6%	100%	100%
<b>Oncology – Radiation/Radiation Oncology</b>	100%	100%	100%
<b>Ophthalmology</b>	99.6%	100%	100%
<b>Physiatry, Rehabilitative Medicine</b>	100%	100%	100%
<b>Plastic Surgery</b>	100%	100%	100%
<b>Podiatry</b>	100%	100%	100%
<b>Pulmonology</b>	100%	100%	100%

<b>HMO</b>	<b>Urban Area</b>	<b>Suburban Area</b>	<b>Rural Area</b>
<b>Rheumatology</b>	100%	100%	100%
<b>Urology</b>	99.6%	100%	99.9%
<b>All other licensed or certified providers under contract with a carrier not listed (Other Specialists)</b>	100%	100%	100%
<b>Pharmacy</b>	100%	100%	100%
<b>Acute Inpatient Hospitals</b>	100%	100%	100%
<b>Critical Care Services – Intensive Care Units</b>	100%	100%	100%
<b>Diagnostic Radiology</b>	99.6%	100%	100%
<b>Outpatient Dialysis</b>	100%	100%	99.8%
<b>Outpatient Infusion/Chemotherapy</b>	0%	11.8%	55.7%
<b>Skilled Nursing Facilities</b>	99.6%	100%	100%
<b>Surgical Services (Outpatient or Ambulatory Surgical Center)</b>	99.7%	100%	100%
<b>All other licensed or certified facilities under contract with a carrier not listed (Other Facilities)</b>	100%	100%	100%
<b>Psychiatrist</b>	100%	99.7%	100%
<b>Psychologist</b>	100%	100%	100%
<b>Applied Behavior Analyst</b>	99.9%	99.7%	99.2%
<b>Licensed Clinical Social Worker</b>	100%	100%	100%
<b>All other licensed or certified providers under contract with a carrier not listed</b>	100%	100%	100%
<b>Inpatient Psychiatric Facility</b>	99.0%	100%	100%

<b>HMO</b>	<b>Urban Area</b>	<b>Suburban Area</b>	<b>Rural Area</b>
<b>Other Behavioral Health/Substance Abuse Facilities</b>	100%	99.7%	100%

<b>PPO</b>	<b>Urban Area</b>	<b>Suburban Area</b>	<b>Rural Area</b>
<b>Primary Care Provider</b>	100%	99.9%	100%
<b>Gynecology, OB/GYN</b>	99.8%	99.8%	100%
<b>Pediatrics</b>	99.6%	99.8%	100%
<b>Allergy and Immunology</b>	100%	99.9%	100%
<b>Cardiovascular Disease</b>	100%	100%	100%
<b>Chiropractic</b>	100%	100%	100%
<b>Dermatology</b>	99.8%	100%	100%
<b>Endocrinology</b>	100%	100%	100%
<b>ENT/Otolaryngology</b>	100%	99.9%	100%
<b>Gastroenterology</b>	100%	100%	100%
<b>General Surgery</b>	100%	100%	100%
<b>Gynecology Only</b>	100%	99.9%	100%
<b>Nephrology</b>	100%	100%	100%
<b>Neurology</b>	100%	100%	100%
<b>Oncology – Medical and Surgical</b>	99.7%	100%	100%
<b>Oncology – Radiation/Radiation Oncology</b>	100%	100%	100%
<b>Ophthalmology</b>	99.7%	100%	100%
<b>Physiatry, Rehabilitative Medicine</b>	100%	100%	100%
<b>Plastic Surgery</b>	100%	100%	100%
<b>Podiatry</b>	100%	100%	100%
<b>Pulmonology</b>	100%	100%	100%
<b>Rheumatology</b>	100%	100%	100%
<b>Urology</b>	99.7%	100%	98.9%

<b>PPO</b>	<b>Urban Area</b>	<b>Suburban Area</b>	<b>Rural Area</b>
<b>All other licensed or certified providers under contract with a carrier not listed (Other Specialists)</b>	100%	100%	100%
<b>Pharmacy</b>	100%	100%	100%
<b>Acute Inpatient Hospitals</b>	100%	100%	100%
<b>Critical Care Services – Intensive Care Units</b>	100%	100%	100%
<b>Diagnostic Radiology</b>	99.7%	100%	100%
<b>Outpatient Dialysis</b>	100%	100%	100%
<b>Outpatient Infusion/Chemotherapy</b>	0%	17.4%	61.6%
<b>Skilled Nursing Facilities</b>	99.7%	100%	100%
<b>Surgical Services (Outpatient or Ambulatory Surgical Center)</b>	99.8%	100%	100%
<b>All other licensed or certified facilities under contract with a carrier not listed (Other Facilities)</b>	100%	100%	100%
<b>Psychiatrist</b>	100%	100%	100%
<b>Psychologist</b>	100%	100%	100%
<b>Applied Behavior Analyst</b>	99.9%	99.7%	98.1%
<b>Licensed Clinical Social Worker</b>	100%	100%	100%
<b>All other licensed or certified providers under contract with a carrier not listed</b>	100%	100%	100%
<b>Inpatient Psychiatric Facility</b>	98.5%	100%	100%
<b>Other Behavioral Health/Substance Abuse Facilities</b>	100%	98.8	100%

<b>Exchange HMO</b>	<b>Urban Area</b>	<b>Suburban Area</b>	<b>Rural Area</b>
<b>Primary Care Provider</b>	100%	100%	100%
<b>Gynecology, OB/GYN</b>	100%	100%	100%
<b>Pediatrics</b>	100%	100%	100%
<b>Allergy and Immunology</b>	100%	97.7%	100%
<b>Cardiovascular Disease</b>	100%	100%	100%
<b>Chiropractic</b>	100%	100%	100%
<b>Dermatology</b>	100%	100%	100%
<b>Endocrinology</b>	100%	100%	100%
<b>ENT/Otolaryngology</b>	100%	97.7%	100%
<b>Gastroenterology</b>	100%	100%	100%
<b>General Surgery</b>	100%	100%	100%
<b>Gynecology Only</b>	100%	95.7%	100%
<b>Nephrology</b>	100%	100%	100%
<b>Neurology</b>	100%	100%	100%
<b>Oncology – Medical and Surgical</b>	100%	100%	100%
<b>Oncology – Radiation/Radiation Oncology</b>	100%	100%	100%
<b>Ophthalmology</b>	100%	100%	100%
<b>Physiatry, Rehabilitative Medicine</b>	100%	100%	100%
<b>Plastic Surgery</b>	100%	100%	100%
<b>Podiatry</b>	100%	100%	100%
<b>Pulmonology</b>	100%	100%	100%
<b>Rheumatology</b>	100%	100%	100%
<b>Urology</b>	100%	100%	100%
<b>All other licensed or certified providers under contract with a carrier not listed (Other Specialists)</b>	100%	100%	100%

<b>Exchange HMO</b>	<b>Urban Area</b>	<b>Suburban Area</b>	<b>Rural Area</b>
<b>Pharmacy</b>	100%	100%	100%
<b>Acute Inpatient Hospitals</b>	100%	100%	100%
<b>Critical Care Services – Intensive Care Units</b>	100%	100%	100%
<b>Diagnostic Radiology</b>	100%	100%	100%
<b>Outpatient Dialysis</b>	100%	100%	98.6%
<b>Outpatient Infusion/Chemotherapy</b>	0%	7.0%	54.1%
<b>Skilled Nursing Facilities</b>	100%	100%	100%
<b>Surgical Services (Outpatient or Ambulatory Surgical Center)</b>	100%	100%	100%
<b>All other licensed or certified facilities under contract with a carrier not listed (Other Facilities)</b>	100%	100%	100%
<b>Psychiatrist</b>	100%	99.7%	100%
<b>Psychologist</b>	100%	100%	100%
<b>Applied Behavior Analyst</b>	99.9%	99.7%	99.2%
<b>Licensed Clinical Social Worker</b>	100%	100%	100%
<b>All other licensed or certified providers under contract with a carrier not listed</b>	100%	100%	100%
<b>Inpatient Psychiatric Facility</b>	99.0%	100%	100%
<b>Other Behavioral Health/Substance Abuse Facilities</b>	100%	99.7%	100%

<b>Exchange PPO</b>	<b>Urban Area</b>	<b>Suburban Area</b>	<b>Rural Area</b>
<b>Primary Care Provider</b>	100%	100%	100%
<b>Gynecology, OB/GYN</b>	100%	100%	100%
<b>Pediatrics</b>	100%	100%	100%
<b>Allergy and Immunology</b>	100%	100%	100%
<b>Cardiovascular Disease</b>	100%	100%	100%
<b>Chiropractic</b>	100%	100%	100%
<b>Dermatology</b>	100%	100%	100%
<b>Endocrinology</b>	100%	100%	100%
<b>ENT/Otolaryngology</b>	100%	100%	100%
<b>Gastroenterology</b>	100%	100%	100%
<b>General Surgery</b>	100%	100%	100%
<b>Gynecology Only</b>	100%	100%	100%
<b>Nephrology</b>	100%	100%	100%
<b>Neurology</b>	100%	100%	100%
<b>Oncology – Medical and Surgical</b>	100%	100%	100%
<b>Oncology – Radiation/Radiation Oncology</b>	100%	100%	100%
<b>Ophthalmology</b>	100%	100%	100%
<b>Physiatry, Rehabilitative Medicine</b>	100%	100%	100%
<b>Plastic Surgery</b>	100%	100%	100%
<b>Podiatry</b>	100%	100%	100%
<b>Pulmonology</b>	100%	100%	100%
<b>Rheumatology</b>	100%	100%	100%
<b>Urology</b>	100%	100%	100%
<b>All other licensed or certified providers under contract with a carrier not listed (Other Specialists)</b>	100%	100%	100%
<b>Pharmacy</b>	100%	100%	100%

<b>Exchange PPO</b>	<b>Urban Area</b>	<b>Suburban Area</b>	<b>Rural Area</b>
<b>Acute Inpatient Hospitals</b>	100%	100%	100%
<b>Critical Care Services – Intensive Care Units</b>	100%	100%	100%
<b>Diagnostic Radiology</b>	100%	100%	100%
<b>Outpatient Dialysis</b>	100%	100%	100%
<b>Outpatient Infusion/Chemotherapy</b>	0%	20.3%	69.8%
<b>Skilled Nursing Facilities</b>	100%	100%	100%
<b>Surgical Services (Outpatient or Ambulatory Surgical Center)</b>	100%	100%	100%
<b>All other licensed or certified facilities under contract with a carrier not listed (Other Facilities)</b>	100%	100%	100%
<b>Psychiatrist</b>	100%	100%	100%
<b>Psychologist</b>	100%	100%	100%
<b>Applied Behavior Analyst</b>	99.9%	99.7%	98.1%
<b>Licensed Clinical Social Worker</b>	100%	100%	100%
<b>All other licensed or certified providers under contract with a carrier not listed</b>	100%	100%	100%
<b>Inpatient Psychiatric Facility</b>	98.5%	100%	100%
<b>Other Behavioral Health/Substance Abuse Facilities</b>	100%	98.8	100%

(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.

AHI (Aetna Health Inc.) - 779 ECP providers are participating in our HMO network

ALIC (Aetna Life Insurance Company) - 784 ECP providers are participating in our PPO/EPO network

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

AHI (Aetna Health Inc.) – 33.92%

ALIC (Aetna Life Insurance Company) – 34.32%

(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:

<b>Appointment Waiting time Standard Results</b>	<b>HMO</b>	<b>PPO</b>
<b>Urgent care-within 72 hours</b>	85.0%	84.4%
<b>Urgent care behavioral health/substance use disorder-within 72 hours (measured against Aetna standard of within 48 hours)</b>	80.0%	80.0%
<b>Routine primary care- within 15 calendar days</b>	80.3%	78.9%
<b>Preventive Visit/Well Visit - within 30 calendar days</b>	86.5%	85.9%
<b>Non-urgent specialty care within 30 calendar days</b>	89.3%	84.4%
<b>Non-urgent behavioral health/substance use disorder services- within 10 calendar days</b>	89.0%	89.0%

<b>Appointment Waiting time Standard Results</b>	<b>Aetna Marketplace HMO 66516</b>	<b>Aetna Marketplace PPO 70767</b>	<b>Aetna Marketplace EPO 70767</b>
<b>Urgent care-within 72 hours</b>	100%	100%	100%

Appointment Waiting time Standard Results	Aetna Marketplace HMO 66516	Aetna Marketplace PPO 70767	Aetna Marketplace EPO 70767
Urgent care behavioral health/substance use disorder-within 72 hours	NA	NA	NA
Routine primary care- within 15 calendar days	100%	100%	100%
Preventive Visit/Well Visit - within 30 calendar days	100%	100%	100%
Non-urgent specialty care within 30 calendar days (OB/GYN – high-volume)	96%	92%	92%
Non-urgent specialty care within 30 calendar days (Oncologists – high-impact)	100%	100%	100%
Non-urgent behavioral health/substance use disorder services- within 10 calendar days	NA	NA	NA

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

**Response:** Telehealth appointments are not factored in to 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	HMO Results	PPO Results
Primary Care	1:1200	35:1200	95:1200
Pediatrics	1:2000	97:2000	239:2000
OB/GYN	1:2000	39:2000	76:2000
Behavioral Health Care or Service	1:2000	155:2000	156:2000
Substance Use Disorder Care & Services	1:2000	12:2000	15:2000

	Provider-to- Enrollee Ratio Standard	Exchange HMO Results	Exchange PPO Results
Primary Care	1:1200	27073:1200	9367:1200
Pediatrics	1:2000	147625:2000	21741:2000
OB/GYN	1:2000	19812:2000	8164:2000
Behavioral Health Care or Service	1:2000	155:2000	156:2000
Substance Use Disorder Care & Services	1:2000	12:2000	15:2000