

Maryland Network Adequacy_Travel Distance Standards (Regulation .04)

A. Sufficiency Standards.

(1) Except as stated in § B of this regulation, each provider panel of a carrier shall have within the geographic area served by the carriers network or networks, sufficient primary care physicians, specialty providers, behavioral health and substance use disorder providers, hospitals, and health care facilities to meet the maximum travel distance standards listed in the chart in § A(5) of this regulation for each type of geographic area. The distances listed in § A(5) of this regulation shall be measured from the enrollees place of residence.

(2) When an enrollee elects to utilize a gynecologist, pediatrician, or certified registered nurse practitioner for primary care, a carrier may consider that utilization as a part of its meeting the primary care provider standards listed in § A(5) of this regulation.

(3) The travel distance standards listed in § A(5) of this regulation do not apply to the following:

- (a) Home health care;
- (b) Durable medical equipment;
- (c) Heart transplant programs;
- (d) Heart or lung transplant programs;
- (e) Kidney transplant programs;
- (f) Liver transplant programs;
- (g) Lung transplant programs; or
- (h) Pancreas transplant programs.

(4) All other providers and facility types not listed in the chart in § A(5) of this regulation shall individually be required to meet maximum distances standards of 15 miles for Urban Areas, 40 miles for Suburban Areas, and 90 miles for Rural Areas.

(5) Chart of Travel Distance Standards.

Specialty	Urban ¹	Percentage of Enrollees	Sub-Urban ²	Percentage of Enrollees	Rural Area ³	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	99.9%	75	98.0%
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	99.9%	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	98.0%	30	100.0%
Gynecology Only	15	99.9%	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%

Specialty	Urban ¹	Percentage of Enrollees	Sub-Urban ²	Percentage of Enrollees	Rural Area ³	Percentage of Enrollees
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	98.0%	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	99.9%	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	99.9%	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	98.7%	30	99.8%	50	95.2%
Outpatient Infusion/Chemotherapy	10	0.0%	30	100.0%	60	96.4%
Pharmacy	5	100.0%	10	99.8%	30	100.0%
Skilled Nursing Facilities	10	99.9%	30	100.0%	60	100.0%
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%
<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%

Specialty	Urban ¹	Percentage of Enrollees	Sub-Urban ²	Percentage of Enrollees	Rural Area ³	Percentage of Enrollees
Orthodontics and dentofacial orthopedics	30	100.0%	45	99.8%	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	100.0%	75	99.8%
Periodontic	30	100.0%	45	99.8%	75	99.8%
Prosthodontics	30	100.0%	45	99.6%	75	99.1%
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.						

Cigna Physician Practice Appointment Access Assessment Survey Methodology Overview (updated 6/21/18)

Assessment Goals

- Measure the portion of physician practices in Cigna's accredited markets that meet our appointment access standards for high volume and high impact specialties.
- Meet NCQA requirements for measurement of appointment access and related state level compliance requirements.
- Meet any state-specific compliance requirements (in 2017 this includes, TX, NC and CT).

Methodology

The Cigna Provider Insights Team utilizes the following methodology to conduct the annual physician practice appointment access assessment.

- Proprietary online survey conducted among physician practices with targeted specialties.
- Practice managers, administrators and staff in patient access type roles were invited to complete the survey.
- The survey included physician practices in 34 accredited markets+.
- Content included Cigna's practice standards for emergency, urgent and routine care. Respondents indicated whether or not their practice meets standards for targeted specialties.
- The survey was conducted in September and October 2017 with 700 completed surveys (23% response rate).
- The survey is sponsored by Cigna National Quality and Accreditation Team. Provider Insights Team developed and conducted the survey.

High Volume and High Impact Physician Specialties Included in Survey in 2017 Cycle*		
Cardiology	Infectious Disease	Oncology and Hematology
Dermatology	Nephrology	Ophthalmology
Endocrinology	Neurology	Orthopedics
ENT	OB/GYN and OB-Only	Pulmonary Medicine
<p><i>* Note: In North Carolina, Connecticut and Texas, data was also collected for primary care access to meet state-level DOI requirements. In NC the State also requires appointment access measurement for these other provider types: behavioral practitioners, OT/PT/Speech therapists, chiropractors and optometrists. State of CT also requires measurement for behavioral practitioners and PT/OT.</i></p>		

+Note: all accredited markets were included and the following states were excluded: AK, AL, AR, HI, IA, ID MI, MN, MS, MT, ND, NE OK, SD, WV WY

For more information about the survey approach and results please contact Charles Moss in Provider Insights (charles.moss@cigna.com).