COMAR 31.10.44 .09 A (1) (a)
Network Adequacy Access Plan Executive Summary Form -
Travel Distance Standards Results

Provider Type	Percentage Of Enrollees With Access Within Standards Identified In COMAR 31.10.44 .04 A (5)		
	Urban Area	Suburban Area	Rural Area
Primary Care Provider	100%	100%	100%
Allergy and Immunology	100%	99%	100%
Applied Behavioral Analyst	100%	99%	97%
Cardiovascular Disease	100%	100%	100%
Chiropractic	100%	100%	100%
Dermatology	98%	100%	100%
Endocrinology	100%	100%	100%
ENT/Otolaryngology	100%	100%	100%
Gastroenterology	98%	100%	100%
General Surgery	100%	100%	100%
Gynecology, OB/GYN	98%	97%	100%
Gynecology Only	100%	100%	100%
Licensed Clinical Social Worker	100%	100%	100%
Nephrology	100%	100%	100%
Neurology	98%	100%	100%
Oncology - Medical and Surgical	98%	100%	100%
Oncology - Radiation/Radiation Oncology	98%	100%	100%
Ophthalmology	98%	100%	100%
Pediatrics - Routine/Primary Care	98%	97%	100%
Physiatry, Rehabilitative Medicine	100%	100%	100%
Plastic Surgery	100%	100%	100%
Podiatry	100%	100%	100%
Psychiatry	100%	99%	100%
Psychology	100%	100%	100%
Pulmonology	100%	100%	100%
Rheumatology	100%	100%	100%
Urology	98%	100%	100%
All other licensed or certified providers under contract with a carrier not listed	100%	100%	100%
Facility Type			
Pharmacy	100%	100%	100%
Acute Inpatient Hospitals	98%	100%	100%
Critical Care Services	98%	100%	100%
Intensive Care Units	98%	100%	100%
Diagnostic Radiology	98%	100%	100%
Inpatient Psychiatric Facility	100%	100%	100%
Outpatient Dialysis	98%	100%	100%
Outpatient Infusion/Chemotherapy	98%	100%	100%
Skilled Nursing Facility	98%	100%	100%

Surgical Services (Outpatient or Ambulatory Surgical Center)	98%	100%	100%
Other Behavioral Health/Substance Abuse Facilities	99%	100%	100%
All other licensed or certified facilities under contract with a carrier not listed	100%	100%	100%

COMAR 31.10.44 .09 A (1) (b-e) Network Adequacy Access Plan Executive Summary Form			
# of Certified RNP as PCP	**% Certified RNP as PCP**	**# ECP**	**% ECP**
897	18%	59	44%

COMAR 31.10.44 .09 A (2) (a-b) Network Adequacy Access Plan Executive Summary Form - Appointment Waiting Time Standard Results	
Appointment Type	**Percentage Of Enrollees With Access Within Standards Identified In COMAR 31.10.44.05 C**
Urgent Care - Within 72 Hours	67%
Routine Primary Care - Within 15 Calendar Days	90%
Preventative Visit / Well Visit - Within 30 Calendar Days	91%
Non-Urgent Specialty Care - Within 30 Calendar Days	89%
Non-Urgent Behavioral Health/Substance Use Disorder Services - Within 10 Calendar Days	95%
Total percentage of telehealth appointments counted as part of the appointment waiting time standard results	0%

*Due to the current pandemic related to COVID-19, health care providers' appointment availability has been impacted. As part of UnitedHealthcare's process to assess network sufficiency and report to the Commissioner, UnitedHealthcare utilizes a survey process regarding appointment availability. There was unforeseeable overlap between when our surveys began and the impact of the pandemic. In an effort to avoid further compounding impact on providers, UnitedHealthcare halted the provider survey process in March. Consequently, UnitedHealthcare's network sufficiency results to date are incomplete and do not reflect a fulsome assessment of UnitedHealthcare's network providers' appointment availability. For this reason, UnitedHealthcare respectfully requests that the Commissioner consider these unforeseen circumstances, as acknowledged in Bulletin 20-27 issued 6/16/20, when evaluating UnitedHealthcare's compliance with network adequacy requirements.

COMAR 31.10.44 .09 A (3) (b) (i-v) Network Adequacy Access Plan Executive Summary Form - Provider-To-Enrollee Ratio Standards Results	
Provider-To-Enrolle Ratio Standard Identified In COMAR 31.10.44.06 B	**Actual Provider-To-Enrollee Ratio**
Primary Care 1 : 1,200	303 : 1,200
Pediatric Care 1 : 2,000	83 : 2,000
Obstetrical/Gynecological Care 1 : 2,000	91 : 2,000
Behavioral Health Care or Service 1 : 2,000	118 : 2,000
Substance Use Disorder Care and Services 1 : 2,000	18 : 2,000