

COMAR 31.10.44.04 SPECIALTY DESCRIPTION	URBAN	SUBURBAN	RURAL
Acute Inpatient Hospitals	100.00%	100.00%	100.00%
Allergy and Immunology	100.00%	99.17%	100.00%
Ambulatory Surgery Center	100.00%	100.00%	100.00%
Applied Behavioral Analyst	100.00%	100.00%	100.00%
Cardiovascular Disease	100.00%	100.00%	100.00%
Chiropractic	100.00%	100.00%	100.00%
Critical Care Services	100.00%	100.00%	100.00%
Dermatology	99.98%	100.00%	100.00%
Diagnostic Radiology	100.00%	100.00%	100.00%
Endocrinology	100.00%	100.00%	100.00%
ENT Otolaryngology	100.00%	100.00%	100.00%
Gastroenterology	100.00%	100.00%	100.00%
General Surgery	100.00%	100.00%	100.00%
Gynecology Only	100.00%	100.00%	100.00%
Inpatient Psychiatric Facility Services	99.30%	100.00%	100.00%
Intensive Care Units	100.00%	100.00%	100.00%
Licensed Clinic Social Worker	100.00%	100.00%	100.00%
Nephrology	100.00%	99.13%	100.00%
Neurology	100.00%	100.00%	100.00%
OBGYN	99.74%	99.44%	100.00%
Oncology - Medical/Surgical	100.00%	100.00%	100.00%
Oncology - Radiation/Radiology	100.00%	100.00%	100.00%
Ophthalmology	100.00%	100.00%	100.00%
Other Behavioral Health/Substance Abuse Facilities	100.00%	100.00%	100.00%
Other Licensed Facilities	100.00%	100.00%	100.00%
Other Licensed providers	100.00%	100.00%	100.00%
Outpatient Dialysis	100.00%	100.00%	100.00%
Outpatient Infusion/Chemotherapy	99.93%	100.00%	100.00%
Pediatrics - Routine/Primary Care	99.96%	99.73%	100.00%
Pharmacy	100.00%	100.00%	100.00%
Physiatry, Rehabilitative Medicine	100.00%	100.00%	100.00%
Plastic Surgery	100.00%	100.00%	100.00%
Podiatry	100.00%	100.00%	100.00%
Primary Care Physicians	100.00%	100.00%	100.00%
Psychiatry	100.00%	100.00%	100.00%
Psychology	100.00%	100.00%	100.00%
Pulmonology	100.00%	100.00%	100.00%
Rheumatology	100.00%	100.00%	100.00%
Skilled Nursing	99.98%	100.00%	100.00%
Urology	100.00%	100.00%	100.00%

COMAR 31.10.44 .09
Provider-To-Enrollee Ratio

Provider Description and MD Ratio	Actual Provider-To-Enrollee Ratio
Primary Care 1 : 1,200	57 : 1,200
Pediatric Care 1 : 2,000	32 : 2,000
Obstetrical/Gynecological Care 1 : 2,000	36 : 2,000
Behavioral Health Care or Service 1 : 2,000	55 : 2,000
Substance Use Disorder Care and Services 1 : 2,000	7 : 2,000

COMAR 31.10.44 .09

Certified Registered Nurse Practitioners as PCPs and ECPs

# of Certified RNP as PCP	% Certified RNP as PCP	# ECP	% ECP
307	7.5%	63	46.7%

Appointment Waiting Time Standard Results		
Appointment Type	Provider Survey Type	
Urgent Care - Within 72 Hours	Urgent Care	63% ¹
Routine Primary Care - Within 15 Calendar Days	PCP	85%
Preventative Visit / Well Visit - Within 30 Calendar Days	PCP	89%
Non-Urgent Specialty Care - Within 30 Calendar Days	Specialist	87%
Non-Urgent Behavioral Health/Substance Use Disorder Services - Within 10 Calendar Days	Behavioral Health	72%

¹ Urgent Care appointments at physician offices are available within 72 hours for 52% of the network. Urgent Care Clinics have availability within 72 hours for 99% of the network. There are a sufficient number of Urgent Care Clinics within our network to provide care within 72 hours.

UnitedHealthcare contracted with an external vendor to perform a survey of the required specific provider types. Below is a summary description concerning our approach to the survey that was completed by our vendor.

- We selected a 25% sample size of contracted providers for each provider type.
- The survey questions were delivered to contracted providers by either facsimile or by telephone.
- Providers were asked questions using a standardized call script by appointment type to determine appointment availability.
- We surveyed a total of 44,335 contracted providers.
- The combined response rate was 58%.