

**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	100.0%	100.0%	100.0%
Allergy and Immunology	100.0%	99.2%	100.0%
Applied Behavioral Analyst	99.8%	99.0%	96.6%
Cardiovascular Disease	100.0%	100.0%	100.0%
Chiropractic	100.0%	100.0%	100.0%
Dermatology	98.3%	100.0%	100.0%
Endocrinology	100.0%	100.0%	100.0%
ENT/Otolaryngology	100.0%	100.0%	100.0%
Gastroenterology	97.8%	100.0%	100.0%
General Surgery	100.0%	100.0%	100.0%
Gynecology, OB/GYN	97.8%	97.2%	100.0%
Gynecology Only	100.0%	100.0%	100.0%
Licensed Clinical Social Worker	100.0%	100.0%	100.0%
Nephrology	100.0%	100.0%	100.0%
Neurology	97.8%	100.0%	100.0%
Oncology - Medical and Surgical	97.8%	100.0%	100.0%
Oncology - Radiation/Radiation Oncology	97.8%	100.0%	100.0%
Ophthalmology	97.8%	100.0%	100.0%
Pediatrics - Routine/Primary Care	97.8%	97.0%	100.0%
Physiatry, Rehabilitative Medicine	100.0%	100.0%	100.0%
Plastic Surgery	100.0%	100.0%	100.0%
Podiatry	100.0%	100.0%	100.0%
Psychiatry	100.0%	99.4%	100.0%
Psychology	100.0%	100.0%	100.0%
Pulmonology	100.0%	100.0%	100.0%
Rheumatology	100.0%	100.0%	100.0%
Urology	97.8%	100.0%	100.0%
All other licensed or certified providers under contract with a carrier not listed	100.0%	100.0%	100.0%
<b>Facility Type</b>			
Pharmacy	100.0%	100.0%	100.0%
Acute Inpatient Hospitals	97.8%	100.0%	100.0%
Critical Care Services / Intensive Care Units	97.8%	100.0%	100.0%
Diagnostic Radiology	97.8%	100.0%	100.0%
Inpatient Psychiatric Facility	100.0%	100.0%	100.0%
Outpatient Dialysis	97.8%	100.0%	100.0%
Outpatient Infusion/Chemotherapy	97.8%	100.0%	100.0%
Skilled Nursing Facility	97.8%	100.0%	100.0%

Surgical Services (Outpatient or Ambulatory Surgical Center)	98.3%	100.0%	100.0%
Other Behavioral Health/Substance Abuse Facilities	99.2%	100.0%	100.0%
All other licensed or certified facilities under contract with a carrier not listed	100.0%	100.0%	100.0%

**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 Urban	% ECP Urban	# ECP Rural	% ECP Rural	# ECP Suburban	% ECP Suburban
897	18%	31	48%	24	37%	4	67%

**COMAR 31.10.44 .09 A (2) (a-b)**  
**Network Adequacy Access Plan Executive Summary Form -**  
**Appointment Waiting Time Standard Results**

<b>Appointment Type</b>	<b>Percentage Of Enrollees With Access Within Standards Identified In COMAR 31.10.44.05 C</b>	<b>9/30/20 UPDATE Percentage Of Enrollees With Access Within Standards Identified In COMAR 31.10.44.05 C</b>
Urgent Care - Within 72 Hours	67%	<b>100%</b>
Routine Primary Care - Within 15 Calendar Days	90%	<b>95%</b>
Preventative Visit / Well Visit - Within 30 Calendar Days	91%	<b>96%</b>
Non-Urgent Specialty Care - Within 30 Calendar Days	89%	<b>95%</b>
Non-Urgent Behavioral Health/Substance Use Disorder Services - Within 10 Calendar Days	95%	<b>95%</b>
Total percentage of telehealth appointments counted as part of the appointment waiting time standard results	0%	<b>4%</b>

\*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**

<b>Provider-To-Enrollee Ratio Standard Identified In COMAR 31.10.44.06 B</b>	<b>Actual Provider-To- Enrollee Ratio</b>	<b>Total Provider Count</b>	<b>Total Member Count</b>
Primary Care 1 : 1,200	7,679 : 1,200	14,616	2,284
Pediatric Care 1 : 2,000	2,102 : 2,000	2,400	2,284
Obstetrical/Gynecological Care 1 : 2,000	2,308 : 2,000	2,636	2,284
Behavioral Health Care or Service 1 : 2,000	2,987 : 2,000	3,411	2,284
Substance Use Disorder Care and Services 1 : 2,000	464 : 2,000	530	2,284