	Percentage Of Enrollees With Access Within Standards Identified In COMAR 31.10.44 .04 A (5)		
COMAR 31.10.44 .09 A (1) (a) Network Adequacy Access Plan Executive Summary Form - Travel Distance Standards Results			
Provider Type	**Urban Area**	**Suburban Area**	**Rural Area**
Primary Care Provider	100.0%	100.0%	100.0%
Allergy and Immunology	100.0%	98.5%	100.0%
Applied Behavioral Analyst	99.8%	96.9%	99.7%
Cardiovascular Disease	100.0%	100.0%	100.0%
Chiropractic	100.0%	100.0%	100.0%
Dermatology	99.8%	100.0%	100.0%
Endocrinology	100.0%	100.0%	100.0%
ENT/Otolaryngology	100.0%	100.0%	100.0%
Gastroenterology	99.8%	100.0%	100.0%
General Surgery	100.0%	100.0%	100.0%
Gynecology, OB/GYN	99.8%	99.7%	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	99.8%	100.0%	100.0%
Oncology - Medical and Surgical	99.8%	100.0%	100.0%
Oncology - Radiation/Radiation Oncology	99.8%	100.0%	100.0%
Ophthalmology	99.8%	100.0%	100.0%
Pediatrics - Routine/Primary Care	99.8%	99.9%	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%	100.0%	100.0%
Psychology	100.0%	100.0%	100.0%
Pulmonology	100.0%	100.0%	100.0%
Rheumatology	100.0%	100.0%	100.0%
Urology	99.8%	100.0%	100.0%
All other licensed or certified providers under contract with a carrier not listed	100.0%	100.0%	100.0%
Facility Type			
Pharmacy	100.0%	100.0%	100.0%
Acute Inpatient Hospitals	99.8%	100.0%	100.0%
Critical Care Services / Intensive Care Units	100.0%	100.0%	100.0%
Diagnostic Radiology	99.8%	100.0%	100.0%
Inpatient Psychiatric Facility	100.0%	97.6%	100.0%
Outpatient Dialysis	99.8%	100.0%	100.0%
Outpatient Infusion/Chemotherapy	100.0%	100.0%	100.0%
Skilled Nursing Facility	99.8%	100.0%	100.0%
Surgical Services (Outpatient or Ambulatory Surgical Center)	99.8%	100.0%	100.0%

Other Behavioral Health/Substance Abuse Facilities	99.6%	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		
Appointment Type	**Percentage Of Enrollees With Access Within Standards Identified In COMAR 31.10.44.05 C**	**9/30/20 UPDATE Percentage Of Enrollees With Access Within Standards Identified In COMAR 31.10.44.05 C**
Urgent Care - Within 72 Hours	67%	**100%**
Routine Primary Care - Within 15 Calendar Days	90%	**95%**
Preventative Visit / Well Visit - Within 30 Calendar Days	91%	**96%**
Non-Urgent Specialty Care - Within 30 Calendar Days	89%	**95%**
Non-Urgent Behavioral Health/Substance Use Disorder Services - Within 10 Calendar Days	95%	**95%**
Total percentage of telehealth appointments counted as part of the appointment waiting time standard results	0%	**4%**

*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**	**Total Provider Count**	**Total Member Count**
Primary Care 1 : 1,200	1131 : 1,200	14,616	15,502
Pediatric Care 1 : 2,000	310 : 2,000	2,400	15,502
Obstetrical/Gynecological Care 1 : 2,000	340 : 2,000	2,636	15,502
Behavioral Health Care or Service 1 : 2,000	440 : 2,000	3,411	15,502
Substance Use Disorder Care and Services 1 : 2,000	68 : 2,000	530	15,502