

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

Skilled Nursing Facility	N/A	N/A	N/A
Surgical Services (Outpatient or Ambulatory Surgical Center)	N/A	N/A	N/A
Other Behavioral Health/Substance Abuse Facilities	N/A	N/A	N/A
All other licensed or certified facilities under contract with a carrier not listed	N/A	N/A	N/A

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
895	18%	31	48%	22	34%	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%	100%

*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-Enrollee Ratio Standard Identified In COMAR 31.10.44.06 B	Actual Provider-To- Enrollee Ratio
Primary Care 1 : 1,200	N/A*
Pediatric Care 1 : 2,000	N/A*
Obstetrical/Gynecological Care 1 : 2,000	N/A*
Behavioral Health Care or Service 1 : 2,000	N/A*
Substance Use Disorder Care and Services 1 : 2,000	N/A*

**No Active Membership*