

Network Adequacy Executive Summary

Carrier Name: Cigna Health and Life Insurance Company

Network Access Plan Name and Year: OAP 2023 (rev.06/2024)

(1) Travel Distance Standards

This chart lists the percentage of enrollees for which the carrier met the required travel distance standard for each provider type included in the carrier’s network in each geographic area served by the carrier.

Provider Type	Urban Area	Suburban Area	Rural Area
Addiction Medicine	100%	99.8%	100%
Allergy and Immunology	100%	100%	100%
Applied Behavioral Analyst	100%	100%	100%
Cardiovascular Disease	100%	100%	100%
Chiropractic	100%	100%	100%
Dermatology	100%	100%	100%
Endocrinology	100%	100%	100%
Ent/Otolaryngology	100%	100%	100%
Gastroenterology	100%	100%	100%
General Surgery	100%	100%	100%
Gynecology, Ob/Gyn, Nurse-Midwifery/Certified Midwifery	98.8%	99.9%	100%
Licensed Clinical Social Worker	100%	100%	100%
Licensed Professional Counselor	100%	100%	100%
Nephrology	100%	100%	100%
Neurology	100%	100%	100%
Oncology – Medical and Surgical	100%	100%	100%
Oncology – Radiation / Radiation Oncology	100%	100%	100%
Ophthalmology	100%	100%	100%
Pediatrics – Routine / Primary Care	100%	99.9%	100%
Physiatry, Rehabilitative Medicine	100%	100%	100%
Plastic Surgery	100%	100%	100%
Podiatry	100%	100%	100%
Primary Care (Non-Pediatric)	100%	100%	100%
Psychiatry – Adolescent and Child, Outpatient	100%	100%	100%
Psychiatry – Geriatric, Outpatient	100%	100%	100%

Psychiatry – Outpatient	100%	100%	100%
Psychology	100%	100%	100%
Pulmonology	100%	100%	100%
Rheumatology	100%	100%	100%
Urology	100%	100%	100%
Other - Acupuncture	100%	100%	100%
Other - Anesthesiology	100%	100%	100%
Other - Audiology	100%	100%	100%
Other - Emergency Medicine	100%	100%	100%
Other - Genetic Counseling	100%	99.8%	100%
Other - Infertility Services	100%	99.1%	100%
Other - Nutritional Counseling	100%	100%	100%
Other - Outpatient Therapy	100%	100%	100%
Other - Radiology	100%	100%	100%
Facility Type	Urban Area	Suburban Area	Rural Area
Acute Inpatient Hospitals	99.8%	100%	100%
Ambulatory Infusion Centers	99.8%	100%	100%
Critical Care Services — Intensive Care Units	99.8%	100%	100%
Diagnostic Radiology	100%	100%	100%
Inpatient Psychiatric Facility	100%	100%	100%
Opioid Treatment Services Provider	80.2%	99.1%	100%
Outpatient Dialysis	100%	100%	100%
Outpatient Mental Health Clinic	100%	100%	100%
Outpatient Substance Use Disorder Facility	100%	99.9%	100%
Pharmacy	100%	100%	100%
Residential Crisis Services	14.3%	98.7%	100%
Skilled Nursing Facilities	100%	100%	100%
Substance Use Disorder Residential Treatment Facility	48.5%	99.0%	100%
Surgical Services (Outpatient or Ambulatory Surgical Center)	100%	100%	100%
Other Facility - Appliances	100%	100%	100%
Other Facility – Emergency	100%	100%	100%
Other Facility – Hospice	100%	100%	100%
Other Facility – Inpt. Rehabilitation	100%	100%	100%
Other Facility – Maternity	100%	100%	100%
Other Facility – Urgent Care	100%	100%	100%

(a) List the total number of **certified registered nurse practitioners** counted as a primary care provider.

4,402

(b) List the total percentage of primary care providers who are certified registered nurse practitioners.

50.0%

(c) List the total number of **essential community providers** in the carrier’s network in each of the urban, rural, and suburban areas providing the services below. Additionally, list the total percentage of essential community providers available in the health benefit plan’s service area that are participating providers for each of the nine categories shown in the chart.

	Urban number; percent	Suburban number; percent	Rural number; percent
(i) Medical services	18;2.8%	1;0.3%	12;3.2%
(ii) Mental health services	14;5.9%	2;1.4%	4;3.2%
(iii) Substance use disorder services	5;0.8%	2;0.7%	4;1.2%

(d) List the total number of **local health departments** in the carrier’s network providing the services in the chart below. Of all the health departments in the state providing the services below, list the percentage in the carrier’s network.

Service	Number Offering Service in the Network	Percentage of Maryland Health Depts. Offering Service
(i) Medical services	5	3.5%
(ii) Mental health services	2	5.7%
(iii) Substance use disorder services	2	1.9%

(2) Appointment Waiting Time Standards

(a) For each appointment type listed in the chart below, list the calculated median waiting time to obtain an in-person appointment with a participating provider, in the following format:

	Median Appointment Waiting Time
Urgent care for medical services	18.6 hours
Inpatient urgent care for mental health services	21.5 hours
Inpatient urgent care for substance use disorder services	5.3 hours

Outpatient urgent care for mental health services	48.4 hours
Outpatient urgent care for substance use disorder services	46.1 hours
Routine primary care	1.9 calendar days
Preventive care/Well visit	6.3 calendar days
Non-urgent specialty care	5.8 calendar days
Non-urgent mental health	5.7 calendar days
Non-urgent substance use disorder care	5.0 calendar days

(3) Provider-to-Enrollee Ratio Standards

(a) This subsection does not apply to Group Model HMO health benefit plans.

(b) For all other carriers, summarize the network performance for each provider-to-enrollee ratio standard listed in COMAR 31.10.44.07 by listing the calculated number of providers in the provider panel, rounded to the nearest whole number, for each of the following categories of enrollees:

Provider Service Type	Number of Providers per 1,200 Enrollees
(i) 1,200 enrollees for primary care;	555
Provider Service Type	Number of Providers per 2,000 Enrollees
(ii) 2,000 enrollees for pediatric care;	228
(iii) 2,000 enrollees for obstetrical/gynecological care;	687
(iv) 2,000 enrollees for mental health care or service; and	10
(v) 2,000 enrollees for substance use disorder care and services.	31