Network Adequacy Executive Summary

Carrier Name Cigna Health and Life Insurance Company

Access Plan Name and Year OAP 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% | 100% | 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- | 99.9% | 99.9% | 100% |
| Midwifery/Certified Midwifery | | | |
| 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 | 100% | 100% | 100% |
| Oncology | | | |
| Ophthalmology | 100% | 100% | 100% |
| Pediatrics – Routine / Primary Care | 99.8% | 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, | 100% | 100% | 100% |
| Outpatient | | | |
| Psychiatry – Geriatric, Outpatient | 100% | 100% | 100% |
| Psychiatry – Outpatient | 100% | 100% | 100% |

Maryland Insurance Administration Network Adequacy Executive Summary template rev2024

Reference: COMAR 31.10.44.11

| 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 | 98.7% | 99.8% | 100% |
| Other - Infertility Services | 99.3% | 99.4% | 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 | 99.9% | 100% | 100% |
| Ambulatory Infusion Centers | 99.9% | 100% | 100% |
| Critical Care Services — Intensive | 99.8% | 100% | 100% |
| Care Units | 1000/ | 1000/ | 1000/ |
| Diagnostic Radiology | 100% | 100% | 100% |
| Inpatient Psychiatric Facility | 99.9% | 100% | 100% |
| Opioid Treatment Services Provider Outpatient Dialysis | 89.2% 100% | 99.4% | 99.4% |
| Outpatient Dialysis Outpatient Mental Health Clinic | 100% | 100% | 100% |
| Outpatient Substance Use Disorder Facility | 100% | 99.9% | 99.9% |
| Pharmacy | 100% | 100% | 100% |
| Residential Crisis Services | 99.9% | 99.9% | 99.9% |
| Skilled Nursing Facilities | 100% | 100% | 100% |
| Substance Use Disorder Residential Treatment Facility | 99.9% | 99.8% | 99.8% |
| Surgical Services (Outpatient or Ambulatory Surgical Center) | 100% | 100% | 100% |
| Other Facility - Appliances | 100% | 100% | 100% |
| Other racinty - Appliances | 10070 | | |
| Other Facility – Emergency | 100% | 100% | 100% |
| | | 100% 100% | 100% 100% |
| Other Facility – Emergency Other Facility – Hospice | 100% | | |
| Other Facility – Emergency | 100% 100% | 100% | 100% |

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

1,349

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

11.1%

(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 | 44 ; 6.0% | 12;3.8% | 48 ; 14.6% |
| (ii) Mental health services | 60; 19.3% | 35; 18.2% | 56; 35%% |
| (iii) Substance use disorder services | 133; 16.6% | 78; 20.2% | 131; 33.5% |

(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 | Percentage of Maryland Health |
|---------------------------------------|------------------------|--------------------------------|
| | Service in the Network | Depts. Offering Service |
| (i) Medical services | 3 | 5.3% |
| (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, with the appropriate unit of time (e.g. hours or calendar days):

| | Median Appointment Waiting Time |
|---|---------------------------------|
| Urgent care for medical services | 21.1 hours |
| Inpatient urgent care for mental health services | 10.9% hours |
| Inpatient urgent care for substance use disorder services | 17.1 hours |
| Outpatient urgent care for mental health services | 52.1 hours |
| Outpatient urgent care for substance use disorder | 43.8% hours |
| services | |
| Routine primary care | 2% days |
| Preventive care/Well visit | 6.7 days |
| Non-urgent specialty care | 5.7 days |
| Non-urgent mental health | 5.4 days |
| Non-urgent substance use disorder care | 3% 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%7 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; | 320 |
| | |
| Provider Service Type | Number of Providers per 2,000 Enrollees |
| (ii) 2,000 enrollees for pediatric care; | 103 |
| (iii) 2,000 enrollees for obstetrical/gynecological | 82 |
| care; | |
| (iv) 2,000 enrollees for mental health care or | 287 |
| service; and | |
| (v) 2,000 enrollees for substance use disorder care | 272 |
| and services. | |

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