

Executive Summary Template – Maryland Network Access Plan

Network Plan Name and Filing Year: Cigna Health and Insurance Company OAP 2022

(1) Travel Distance Standards

(a) For each provider type listed in COMAR 31.10.44.04, list the percentage of enrollees for which the carrier met the travel distance standards. Lists should be in the following format, with provider types first in alphabetical order, followed by facilities in alphabetical order.

<i>Provider Type:</i>	Urban mileage	Urban Area	Suburban Mileage	Suburban Area	Rural Mileage	Rural Area
Allergy and Immunology	15	100.0%	30	100.0%	75	100.0%
Applied Behavioral Analyst	15	100.0%	30	100.0%	60	100.0%
Cardiovascular Disease	10	100.0%	20	100.0%	60	100.0%
Chiropractic	15	100.0%	30	100.0%	75	100.0%
Dermatology	10	100.0%	30	100.0%	60	100.0%
Endocrinology	15	100.0%	40	100.0%	90	100.0%
ENT/Otolaryngology	15	100.0%	30	100.0%	75	100.0%
Gastroenterology	10	100.0%	30	100.0%	60	100.0%
General Surgery	10	100.0%	20	100.0%	60	100.0%
Gynecology, OB/GYN	5	99.8%	10	99.9%	30	100.0%
Gynecology Only	15	100.0%	30	100.0%	75	100.0%
Licensed Clinical Social Worker	10	100.0%	25	100.0%	60	100.0%
Nephrology	15	100.0%	25	100.0%	75	100.0%
Neurology	10	100.0%	30	100.0%	60	100.0%
Oncology-Medical and Surgical	10	100.0%	20	100.0%	60	100.0%
Oncology-Radiation/Radiation Oncology	15	100.0%	40	100.0%	90	100.0%
Ophthalmology	10	100.0%	20	100.0%	60	100.0%
Pediatrics-Routine/Primary Care	5	99.9%	10	99.9%	30	100.0%
Physiatry, Rehabilitative Medicine	15	100.0%	30	100.0%	75	100.0%
Plastic Surgery	15	100.0%	40	100.0%	90	100.0%
Podiatry	10	100.0%	30	100.0%	60	100.0%
Primary Care Physician	5	100.0%	10	99.9%	30	100.0%
Psychiatry	10	100.0%	25	100.0%	60	100.0%
Psychology	10	100.0%	25	100.0%	60	100.0%
Pulmonology	10	99.9%	30	100.0%	60	100.0%
Rheumatology	15	100.0%	40	100.0%	90	100.0%
Urology	10	100.0%	30	100.0%	60	100.0%
All Other licensed or certified providers under contract not listed	15	100.0%	40	100.0%	90	100.0%
<i>Facility Type:</i>						
Acute Inpatient Hospitals	10	99.9%	30	100.0%	60	100.0%
Critical Care Services -- Intensive Care Units	10	99.8%	30	100.0%	100	100.0%
Diagnostic Radiology	10	100.0%	30	100.0%	60	100.0%
Inpatient Psychiatric Facility	15	99.6%	45	100.0%	75	100.0%
Outpatient Dialysis	10	100.0%	30	100.0%	50	100.0%
Outpatient Infusion/Chemotherapy	10	100.0%	30	100.0%	60	100.0%
Pharmacy	5	100.0%	10	100.0%	30	100.0%

<i>Provider Type:</i>	Urban mileage	Urban Area	Suburban Mileage	Suburban Area	Rural Mileage	Rural Area
Skilled Nursing Facilities	10	100.0%	30	100.0%	60	100.0%
Surgical Services (Outpatient or Ambulatory Surgical Center)	10	100.0%	30	100.0%	60	100.0%
Other Behavioral Health/Substance Abuse Facilities	10	99.6%	25	99.8%	60	100.0%
All other licensed or certified facilities under contract not listed	15	100.0%	40	100.0%	90	100.0%

Certified Nurse Practitioners

(b) Total number of certified registered nurse practitioners counted as a primary care provider.	3,438
(c) Total percentage of primary care providers who are certified registered nurse practitioners	37.73%

Essential Community Providers

(e) Total number of essential community providers in the carrier's network and the total percentage of essential community providers available in the health benefit plan's service area that are participating providers.

Total number of ECPs	74
Medical & Behavioral	Percentage of ECPs that are participating providers.
Rural	69%
Suburban	80%
Urban	69%

(2) Maryland Appointment Waiting Time Standard Results

(a) For each appointment type listed in Regulation 31.10.44.05, list the percentage of enrollees for which the carrier met the appointment wait time standards, in the following format:

Appointment Waiting Time Standard	% meeting the standard
Urgent care provided by non-urgent care facility — within 72 hours*	78%
Routine primary care — within 15 calendar days	100%
Preventive Visit/Well Visit — within 30 calendar days	99%
Non-urgent specialty care — within 30 calendar days	96%
Non-urgent behavioral health/substance use disorder services — within 10 calendar days	94%
Total percentage of telehealth appointments counted as part of the appointment waiting time standard results. Note: Practitioner survey appointment access questions did not specify face to face appointment access versus telehealth appointment access. Practitioner responses may have considered virtual care. See specific telehealth vendor appointment access assessment results below.	0%

***Urgent Care Centers – many facilities provide weekend care and extended hour availability.**

Hospitals and Emergency Rooms provide urgent care 365 days, 24 hours a day.

Telehealth provided by MDLive.

Urgent care telehealth visits: 6,613 visits with an average wait time of 18.1 minutes	100%
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(3) Provider-to-Enrollee Ratio Standards

(b) For all other carriers, list whether the provider-to-enrollee ratios meet the standards listed in COMAR 31.10.44.06 of this chapter for each of the following categories:

Standard	Provider-to-Enrollee Ratio Standard	Meet Standard?
Primary Care	1: 1,200	Yes
Pediatric Care	1: 2,000	Yes
Obstetrical/Gynecological Care	1: 2,000	Yes
Behavioral Health Care or Service	1: 2,000	Yes
Substance Abuse Disorder Care and Services	1: 2,000	Yes