

ALIC**I. Executive Summary Form**

For each provider panel used by a carrier for a health benefit plan, the carrier must provide the network sufficiency results for the health benefit plan service area as follows:

(1) Travel Distance Standards.

(a) For each provider type listed in the Chart in Section D, the percentage of enrollees, for which the carrier met the travel distance standards in the following format:

| ALIC | Urban Area | Suburban Area | Rural Area |
|------------------------------------------------|-------------------|----------------------|-------------------|
| Primary Care Provider | 100% | 100% | 100% |
| Gynecology, OB/GYN | 99.7% | 99.8% | 100% |
| Pediatrics | 99.8% | 99.8% | 100% |
| Allergy and Immunology | 100% | 99.9% | 100% |
| Cardiovascular Disease | 100% | 100% | 100% |
| Chiropractic | 100% | 100% | 100% |
| Dermatology | 99.8% | 100% | 100% |
| Endocrinology | 100% | 100% | 100% |
| ENT/Otolaryngology | 100% | 100% | 100% |
| Gastroenterology | 100% | 100% | 100% |
| General Surgery | 99.7% | 100% | 100% |
| Gynecology Only | 100% | 99.9% | 100% |
| Nephrology | 100% | 100% | 100% |
| Neurology | 100% | 100% | 100% |
| Oncology – Medical and Surgical | 99.9% | 100% | 100% |
| Oncology – Radiation/Radiation Oncology | 100% | 100% | 100% |
| Ophthalmology | 99.7% | 100% | 100% |
| Physiatry, Rehabilitative Medicine | 100% | 100% | 100% |
| Plastic Surgery | 100% | 100% | 100% |
| Podiatry | 100% | 100% | 100% |
| Pulmonology | 100% | 100% | 100% |

| ALIC | Urban Area | Suburban Area | Rural Area |
|---------------------------------------------------------------------------------------------------------------|-------------------|----------------------|-------------------|
| Rheumatology | 100% | 100% | 100% |
| Urology | 99.8% | 100% | 100% |
| All other licensed or certified providers under contract with a carrier not listed (Other Specialists) | 100% | 100% | 100% |
| Pharmacy | 100% | 99.9% | 100% |
| Acute Inpatient Hospitals | 100% | 100% | 100% |
| Critical Care Services – Intensive Care Units | 99.8% | 100% | 100% |
| Diagnostic Radiology | 99.9% | 100% | 100% |
| Outpatient Dialysis | 99.9% | 100% | 100% |
| Outpatient Infusion/Chemotherapy | 99.8% | 100% | 100% |
| Skilled Nursing Facilities | 99.7% | 100% | 100% |
| Surgical Services (Outpatient or Ambulatory Surgical Center) | 100% | 100% | 100% |
| All other licensed or certified facilities under contract with a carrier not listed (Other Facilities) | 100% | 100% | 100% |
| Psychiatrist | 100% | 100% | 100% |
| Psychologist | 100% | 100% | 100% |
| Applied Behavior Analyst | 100% | 99.6% | 100% |
| Licensed Clinical Social Worker | 100% | 100% | 100% |
| All other licensed or certified providers under contract with a carrier not listed | 100% | 100% | 100% |
| Inpatient Psychiatric Facility | 100% | 100% | 100% |

| ALIC | Urban Area | Suburban Area | Rural Area |
|----------------------------------------------------|------------|---------------|------------|
| Other Behavioral Health/Substance Abuse Facilities | 99.8% | 99.7% | 100% |

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

ALIC did not include the primary care nurse practitioners in its calculations for travel distance standards since ALIC's systems do not allow ALIC to readily determine this information. As part of plan benefits, an enrollee may choose to select a gynecologist, pediatrician, or certified registered nurse practitioner as their primary care provider. Primary Care Providers are grouped with General Practice, Family Practice, and Internal Medicine. Gynecologists and Pediatrics are measured separately. COMAR 31.10.44.04 §A (5) states: *When an enrollee elects to utilize a gynecologist, pediatrician, or certified registered nurse practitioner for primary care, a carrier may consider that utilization as a part of its meeting the primary care provider standards listed in §A (5) of this regulation.* ALIC performed additional research and has determined that we have 1,402 contracted primary care nurse practitioners in the network.

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

Given the limitations noted above and improved analytics from last year, roughly 10% of our entire PCP network is comprised of registered nurse practitioners

(d) List the total number of essential community providers in the carrier's network.

412 ECP providers are participating in our PPO network

(e) List the total percentage of essential community providers available in the health benefit plan's service area that are participating providers.

31.86%

(2) Appointment Waiting Time Standards.

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

| Appointment Waiting time Standard Results | ALIC |
|----------------------------------------------------------------------|------|
| Urgent care-within 72 hours | 100% |
| Urgent care behavioral health/substance use disorder-within 72 hours | 64% |
| Routine primary care- within 15 calendar days | 100% |
| Preventive Visit/Well Visit - within 30 calendar days | 100% |
| Non-urgent specialty care within 30 calendar days | 100% |

| Appointment Waiting time Standard Results | ALIC |
|----------------------------------------------------------------------------------------------|-------------|
| Non-urgent behavioral health/substance use disorder services- within 10 calendar days | 72% |

(b) List the total percentage of telehealth appointments counted as part of the appointment waiting time standard results.

COMAR 31.10.44.05 indicates, when it is clinically appropriate and an enrollee elects to utilize a telehealth appointment, a carrier may consider that utilization as a part of its meeting the standards. We did not distinguish telehealth appointments when assessing the average appointment wait time. We did, however, include scripting in the 2021 medical provider telephonic surveys to note that appointments could be in person or via telemedicine.

(3) Provider-to-Enrollee Ratio Standards.

A carrier must list whether the percentage of provider-to-enrollee ratios meet the provider-to-enrollee ratio standards listed in Section G for each of the following categories:

- (i) 1,200 enrollees for primary care;**
- (ii) 2,000 enrollees for pediatric care;**
- (iii) 2,000 enrollees for obstetrical/gynecological care;**
- (iv) 2,000 enrollees for behavioral health care or service; and**
- (v) 2,000 enrollees for substance use disorder care and services.**

| | Provider-to- Enrollee Ratio Standard | ALIC Results |
|----------------------------------------|---------------------------------------------|---------------------|
| Primary Care | 1:1200 | 230:1200 |
| Pediatrics | 1:2000 | 560:2000 |
| OB/GYN | 1:2000 | 168:2000 |
| Behavioral Health Care or Service | 1:2000 | 279:2000 |
| Substance Use Disorder Care & Services | 1:2000 | 32:2000 |