

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:

HMO	Urban Area	Suburban Area	Rural Area
Primary Care Provider	98.6%	99.8%	100%
Gynecology, OB/GYN	95.0%	90.8%	100%
Pediatrics	97.5%	95.9%	100%
Allergy and Immunology	99.9%	99.2%	100%
Cardiovascular Disease	99.6%	100%	100%
Chiropractic	100%	99.9%	100%
Dermatology	99.3%	99.9%	100%
Endocrinology	100%	100%	100%
ENT/Otolaryngology	100%	99.1%	100%
Gastroenterology	99.9%	100%	100%
General Surgery	99.9%	100%	100%
Gynecology Only	99.8%	97.9%	100%
Nephrology	100%	99.9%	100%
Neurology	100%	99.9%	100%
Oncology – Medical and Surgical	99.7%	99.8%	100%
Oncology – Radiation/Radiation Oncology	100%	100%	100%
Ophthalmology	99.9%	99.9%	100%
Physiatry, Rehabilitative Medicine	100%	99.9%	100%
Plastic Surgery	100%	100%	100%
Podiatry	99.9%	100%	100%
Pulmonology	99.7%	100%	100%

HMO	Urban Area	Suburban Area	Rural Area
Rheumatology	99.9%	100%	100%
Urology	99.4%	100%	100%
All other licensed or certified providers under contract with a carrier not listed (Other Specialists)	100%	100%	100%
Pharmacy	98.6%	99.9%	100%
Acute Inpatient Hospitals	98.2%	100%	100%
Critical Care Services – Intensive Care Units	99.0%	99.2%	100%
Diagnostic Radiology	99.9%	99.9%	100%
Outpatient Dialysis	99.9%	99.7%	99.9%
Outpatient Infusion/Chemotherapy	2.7%	28.3%	92.6%
Skilled Nursing Facilities	99.9%	100%	100%
Surgical Services (Outpatient or Ambulatory Surgical Center)	99.9%	99.9%	100%
All other licensed or certified facilities under contract with a carrier not listed (Other Facilities)	100%	100%	100%
Psychiatrist	99.9%	99.8%	100%
Psychologist	99.9%	100%	100%
Applied Behavior Analyst	95.0%	64.0%	99.4%
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	63.8%	74.9%	99.9%

HMO	Urban Area	Suburban Area	Rural Area
Other Behavioral Health/Substance Abuse Facilities	90.4%	94.8%	99.9%

PPO	Urban Area	Suburban Area	Rural Area
Primary Care Provider	99.4%	100%	100%
Gynecology, OB/GYN	96.0%	93.2%	100%
Pediatrics	97.9%	97.7%	100%
Allergy and Immunology	99.9%	99.0%	100%
Cardiovascular Disease	99.9%	99.9%	100%
Chiropractic	100%	99.8%	100%
Dermatology	99.9%	99.8%	100%
Endocrinology	100%	100%	100%
ENT/Otolaryngology	100%	99.8%	100%
Gastroenterology	99.9%	100%	100%
General Surgery	99.9%	99.9%	100%
Gynecology Only	99.8%	99.0%	100%
Nephrology	100%	99.8%	100%
Neurology	98.8%	100%	100%
Oncology – Medical and Surgical	99.8%	99.6%	100%
Oncology – Radiation/Radiation Oncology	100%	100%	100%
Ophthalmology	100%	99.8%	100%
Physiatry, Rehabilitative Medicine	100%	99.8%	100%
Plastic Surgery	100%	100%	100%
Podiatry	99.9%	100%	100%
Pulmonology	99.7%	100%	100%
Rheumatology	99.9%	100%	100%
Urology	99.6%	97.2%	100%

PPO	Urban Area	Suburban Area	Rural Area
All other licensed or certified providers under contract with a carrier not listed (Other Specialists)	100%	100%	100%
Pharmacy	99.4%	99.9%	100%
Acute Inpatient Hospitals	98.7%	100%	100%
Critical Care Services – Intensive Care Units	99.0%	99.8%	100%
Diagnostic Radiology	99.9%	99.8%	100%
Outpatient Dialysis	99.8%	100%	99.9%
Outpatient Infusion/Chemotherapy	2.7%	25.9%	90.3%
Skilled Nursing Facilities	99.9%	100%	100%
Surgical Services (Outpatient or Ambulatory Surgical Center)	99.9%	99.8%	100%
All other licensed or certified facilities under contract with a carrier not listed (Other Facilities)	100%	100%	100%
Psychiatrist	99.9%	100%	100%
Psychologist	99.9%	99.9%	100%
Applied Behavior Analyst	94.6%	70.2%	98.0%
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	75.7%	86.6%	98.5%
Other Behavioral Health/Substance Abuse Facilities	90.4%	94.8%	99.9%

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

Response: The specific number of registered nurse practitioners counted as primary care is not included in the geo-access data.

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

Response: Our systems are unable to determine the percentage of registered nurse practitioners that practice as primary care. Within the systems, nurse practitioners are a broad provider type and we cannot drill down to determine in which specialty field they practice.

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

AHI (Aetna Health Inc.) - 246 ECP providers are participating in our HMO network

ALIC (Aetna Life Insurance Company) - 251 ECP providers are participating in our PPO/EPO network

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

AHI (Aetna Health Inc.) - 27.2%

ALIC (Aetna Life Insurance Company) - 27.7%

(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	HMO	PPO
Urgent care-within 72 hours	100%	100%
Urgent care behavioral health/substance use disorder-within 72 hours	54% (new patients w/in 48 hrs or less)	53% (new patients w/in 48 hrs or less)
Urgent care behavioral health/substance use disorder-within 72 hours	93% (existing patients w/in 48 hrs or less)	94% (existing patients w/in 48 hrs or less)
Routine primary care- within 15 calendar days	96%	96%
Preventive Visit/Well Visit - within 30 calendar days	92%	92%
Non-urgent specialty care within 30 calendar days	84% (OB/GYN – high	84% (OB/GYN – high

Appointment Waiting time Standard Results	HMO	PPO
	volume)	volume)
Non-urgent specialty care within 30 calendar days	96% (Oncology – high impact)	96% (Oncology – high impact)
Non-urgent behavioral health/substance use disorder services- within 10 calendar days	44% (new patients w/in 7 calendar days or less)	48% (new patients w/in 7 calendar days or less)
Non-urgent behavioral health/substance use disorder services- within 10 calendar days	82% (new patients w/in 14 calendar days or less)	83% (new patients w/in 14 calendar days or less)
Non-urgent behavioral health/substance use disorder services- within 10 calendar days	74% (existing patients w/in 7 calendar days or less)	76% (existing patients w/in 7 calendar days or less)
Non-urgent behavioral health/substance use disorder services- within 10 calendar days	93% (existing patients w/in 14 calendar days or less)	93% (existing patients w/in 14 calendar days or less)

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

Response: Telehealth appointments are not factored in to appointment waiting time standards results.

(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.

Response: All provider types exceeded the provider-to-enrollee ratio standards as indicated in the chart below:

	Provider-to- Enrollee Ratio Standard	HMO Results	PPO Results
Primary Care	1:1200	34:1000	98:1000
Pediatrics	1:2000	99:1000	253:1000
OB/GYN	1:2000	99:1000	80:1000
Behavioral Health Care or Service	1:2000	83:2000	158:2000
Substance Use Disorder Care & Services	1:2000	8:2000	16:2000