

Cigna Health and Life Insurance Company &  
Connecticut General Life Insurance Company  
Maryland Network Adequacy Access Plan Executive Summary

*Travel Distance Standards*

<b>Specialty</b>	<b>Urban<sup>1</sup></b>	<b>Percentage of Enrollees</b>	<b>Sub-Urban<sup>2</sup></b>	<b>Percentage of Enrollees</b>	<b>Rural Area<sup>3</sup></b>	<b>Percentage of Enrollees</b>
<i>Provider Type:</i>						
Allergy and Immunology	15	100.0%	30	99.9%	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	99.9%	75	100.0%
Gastroenterology	10	99.9%	30	100.0%	60	100.0%
General Surgery	10	100.0%	20	100.0%	60	100.0%
Gynecology, OB/GYN	5	99.9%	10	98.5%	30	100.0%
Gynecology Only	15	99.9%	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	99.9%	30	100.0%	60	100.0%
Oncology-Medical and Surgical	10	100.0%	20	100.0%	60	100.0%
Oncology-Radiation/Radiation Oncology	15	99.9%	40	100.0%	90	100.0%
Ophthalmology	10	99.9%	20	100.0%	60	100.0%
Pediatrics-Routine/Primary Care	5	99.9%	10	98.5%	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	100.0%	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	100.0%	30	100.0%	60	100.0%
Rheumatology	15	99.9%	40	100.0%	90	100.0%
Urology	10	99.9%	30	100.0%	60	100.0%
All Other licensed or certified providers under contract with a carrier 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	99.9%	30	100.0%	100	100.0%
Diagnostic Radiology	10	99.9%	30	100.0%	60	100.0%
Inpatient Psychiatric Facility	15	100.0%	45	100.0%	75	100.0%
Outpatient Dialysis	10	99.9%	30	100.0%	50	97.3%

Specialty	Urban <sup>1</sup>	Percentage of Enrollees	Sub-Urban <sup>2</sup>	Percentage of Enrollees	Rural Area <sup>3</sup>	Percentage of Enrollees
Outpatient Infusion/Chemotherapy	10	42.0%	30	92.3%	60	100.0%
Pharmacy	5	100.0%	10	100.0%	30	100.0%
Skilled Nursing Facilities	10	99.9%	30	100.0%	60	100.0%
Surgical Services (Outpatient or Ambulatory Surgical Center)	10	99.9%	30	100.0%	60	100.0%
Other Behavioral Health/Substance Abuse Facilities	10	100.0%	25	100.0%	60	100.0%
All other licensed or certified facilities under contract with a carrier not listed	15	100.0%	40	100.0%	90	100.0%
<i>Dental Providers</i>						
General dentist	15	100.0%	30	100.0%	60	100.0%
Endodontic	30	100.0%	45	100.0%	75	100.0%
Orthodontics and dentofacial orthopedics	30	100.0%	45	99.8%	75	100.0%
Oral and maxillofacial pathology	30	100.0%	45	100.0%	75	100.0%
Oral and maxillofacial radiology	30	100.0%	45	100.0%	75	100.0%
Oral and maxillofacial surgery	30	100.0%	45	100.0%	75	100.0%
Pediatric dentistry	30	100.0%	45	100.0%	75	100.0%
Periodontic	30	100.0%	45	99.8%	75	100.0%
Prosthodontics	30	100.0%	45	99.7%	75	99.8%
<sup>1</sup> "Urban area" means a zip code that, according to the Maryland Department of Planning has a human population equal to or greater than 3,000 per square mile.						
<sup>2</sup> "Suburban area" means a zip code that, according to the Maryland Department of Planning has a human population equal to or greater than 1,000 per square mile but less than 3,000 per square mile.						
<sup>3</sup> "Rural area" means a zip code that, according to the Maryland Department of Planning has a human population of less than 1,000 per square mile.						

<ul style="list-style-type: none"> <li>List the total number of certified registered nurse practitioners counted as a primary care provider.</li> <li>List the total percentage of primary care providers who are certified registered nurse practitioners.</li> </ul>	Nurse Practitioners provide primary care services to Cigna enrollees in accordance with our policy; however, Cigna's reporting system does not currently distinguish Nurse Practitioners by specialty.
<ul style="list-style-type: none"> <li>List the total number of essential community providers in the carrier's network.</li> <li>List the total percentage of essential community providers available in the health benefit plan's service area who are participating providers.</li> </ul>	Cigna's network does include Essential Community Providers; however, Cigna's reporting system does not currently distinguish Essential Community Providers.

Appointment Waiting Time Survey – Medical		Results
Urgent Care (medical)	72 hours	Primary Care: 100%** Specialty Care: 93%**
Urgent Care (behavioral health, and substance use disorder)	48 hours	Behavioral, Substance Abuse 53%*
Routine Primary Care – non-urgent specialty care	15 calendar days	Primary Care: 97%**
Preventive Visit/Well Visit	30 calendar days	Primary Care: 93%**
Non-urgent Specialty	30 calendar days	Specialty Care: 96%**
Non-urgent Behavioral Health/Substance Use Disorder Provider	10 calendar days	Behavioral, Substance Abuse 76%*

\*\*Data obtained from Maryland Physician Practice Specialty and Primary Care Appointment Access Survey

\*Data obtained from National Customer Survey

Appointment Waiting Time Survey - Dental	Results
<i>General Dentists</i>	
Initial Appointment within 4 weeks	96.9%
Initial Appointments greater than 4 weeks	3.1%
<i>Specialists</i>	
Initial Appointment within 4 weeks	98.1%
Initial Appointments greater than 4 weeks	1.9%
*Urgent Care Appointments has been added for report measuring in 2019, and will be provided in 2020.	

Telehealth appointments - Cigna reimburses Health Care Professions for the diagnosis, consultation, and treatment of an enrollee for any covered service that can be appropriately provided through Telemedicine/Telehealth; however, Telemedicine/Telehealth appointments are not currently captured in the Appointment Waiting Time Analysis.

Provider-to-Enrollee Ratio Standards	Urban		Suburban		Rural	
	Ratio Results	Percentage of enrollees with access	Ratio Results	Percentage of enrollees with access	Ratio Results	Percentage of enrollees with access
1: 1,200 Primary Care	1: 2	100%	1: 5	100%	1: 8	100%
1: 2,000 Pediatric Care	1: 10	99%	1: 19	98.5%	1: 32	100%
1: 2,000 Obstetrical/ Gynecological Care	1: 9	99%	1: 19	98.5%	1: 43	100%
1: 2,000 Behavioral Health Care or Service	1: 4	100%	1: 7	100%	1: 11	100%
1: 2,000 Substance Abuse Disorder Care and Services	1: 109	100%	1: 198	100%	1: 195	100%