

# - Executive Summary template

Network Plan Name and Filing Year: Kaiser Permanente Insurance Company – 2022  
Network Access Plan -REVISED AUGUST 2023

## (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.

Provider Type	Urban Area	Suburban Area	Rural Area
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	100	100	100
Gynecology, OB/GYN	99.5	100	100
Licensed Clinical Social Worker	100	100	100
Nephrology	100	100	100
Neurology	99.3	100	100
Oncology - Medical and Surgical	100	100	100
Oncology - Radiation/Radiation Oncology	100	100	100
Ophthalmology	100	100	100
Pediatrics - Routine/Primary Care	99.4	100	100
Pharmacy *	100	100	100
Physiatry, Rehabilitative Medicine	100	100	100
Plastic Surgery	100	100	100
Podiatry	100	100	100
Primary Care Physician	100	100	100
Psychiatry	99.4	99.9	100
Psychology	100	100	100
Pulmonology	100	100	100
Rheumatology	100	100	100
Urology	100	100	100

All other licensed or certified providers under contract with a carrier not listed	100	100	100
<b>Facility Type</b>	<b>Urban Area</b>	<b>Suburban Area</b>	<b>Rural Area</b>
Acute Inpatient Hospitals	99.9	100	100
Critical Care Services - Intensive Care Units	99.9	100	100
Diagnostic Radiology	100	100	100
Inpatient Psychiatric Facility	96.5	100	100
Other Behavioral Health/Substance Abuse Facilities	87.5	99.9	100
Outpatient Dialysis	100	100	100
Outpatient Infusion/Chemotherapy	100	100	100
Skilled Nursing Facilities	98.6	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	100	100	100

\*The Pharmacy data is based on information supplied by KPIC's contracted pharmacy vendor MedImpact.

MultiPlan measured each specialty against the Maryland Travel Distance Standards, based on the estimated driving distance from the member's location to the closest provider, applying the appropriate Urban/Suburban/Rural Area standard based on the member's ZIP Code. Please note that when the member's address provided is in a state other than Maryland, is a P.O. Box, or includes "care of," that address was excluded from the calculation above because they do not align with actual member residences in Maryland.

Although nurse practitioners are coded as primary care providers for the purposes of the provider directory, they are included as part of the "All other licensed or certified providers under contract with a carrier not listed" category when calculating network adequacy. MultiPlan includes 148 different types of providers into the catch-all category "All other licensed or certified providers under contract with a carrier not listed," ranging from Acupuncture to Vascular Surgery. This category encompasses practitioners who do not fall into the specialty categories designated by the state. Please see *"State of MD\_Maps\_2022 by Driving Distance Method and Standards.pdf"* for additional detail.

MultiPlan's analysis of the travel distance results identified 30 county-plus-specialty classification combinations measuring travel distance at less than 100%. Of these 30 potentially deficient county-plus-specialty combinations, 12 have no targets available to recruit into the network according to NPPES data. This leaves 18 county-plus-specialty combinations where MultiPlan has identified targets. Multiplan reviewed NPPES, Google, [AHD.com](http://AHD.com), [Healthcarecompare.com](http://Healthcarecompare.com), [health.usnews.com](http://health.usnews.com), [healthgrades.com](http://healthgrades.com), [webmd.com](http://webmd.com) as sources to identify prospective providers or facilities, and will work to bring those available providers into the network:

Employee Category	County	Provider Type	Recruitment Status
Urban	Anne Arundel	Other Behavioral Health/Substance Abuse Facilities	Recruitment targets found
Urban	Anne Arundel	Acute Inpatient Hospitals	No Available Targets in this zip code
Urban	Anne Arundel	Critical Care Services - Intensive Care Units	No Available Targets in this zip code
Urban	Anne Arundel	Other Behavioral Health/Substance Abuse Facilities	Recruitment targets found
Urban	Anne Arundel	Psychiatry	Recruitment targets found
Urban	Anne Arundel	Gynecology, OB/GYN	No Available Targets in this zip code
Urban	Anne Arundel	Pediatrics - Routine/Primary Care	No Available Targets in this zip code
Urban	Baltimore	Other Behavioral Health/Substance Abuse Facilities	Recruitment targets found
Urban	Baltimore	Other Behavioral Health/Substance Abuse Facilities	Recruitment targets found
Urban	Harford	Inpatient Psychiatric Facility	No Available Targets in this zip code
Urban	Harford	Other Behavioral Health/Substance Abuse Facilities	Recruitment targets found
Urban	Montgomery	Skilled Nursing Facilities	No Available Targets in this zip code
Urban	Montgomery	Skilled Nursing Facilities	No Available Targets in this zip code
Urban	Montgomery	Other Behavioral Health/Substance Abuse Facilities	Recruitment targets found
Urban	Prince George	Inpatient Psychiatric Facility	Recruitment targets found
Urban	Prince George	Other Behavioral Health/Substance Abuse Facilities	Recruitment targets found
Urban	Prince George	Other Behavioral Health/Substance Abuse Facilities	No Available Targets in this zip code
Urban	Prince George	Other Behavioral Health/Substance Abuse Facilities	Recruitment targets found
Urban	Prince George	Other Behavioral Health/Substance Abuse Facilities	Recruitment targets found
Urban	Prince George	Inpatient Psychiatric Facility	Recruitment targets found
Urban	Prince George	Other Behavioral Health/Substance Abuse Facilities	Recruitment targets found
Urban	Prince George	Neurology	No Available Targets in this zip code
Urban	Prince George	Gynecology, OB/GYN	Recruitment targets found
Urban	Prince George	Other Behavioral Health/Substance Abuse Facilities	No Available Targets in this zip code
Urban	Prince George	Other Behavioral Health/Substance Abuse Facilities	Recruitment targets found
Urban	Prince George	Other Behavioral Health/Substance Abuse Facilities	Recruitment targets found
Urban	Prince George	Inpatient Psychiatric Facility	Recruitment targets found
Urban	Prince George	Other Behavioral Health/Substance Abuse Facilities	Recruitment targets found
Suburban	Worcester	Other Behavioral Health/Substance Abuse Facilities	No Available Targets in this zip code
Suburban	Worcester	Psychiatry	No Available Targets in this zip code

## Certified Nurse Practitioners

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

Zero (0) registered nurse practitioners are counted as primary care providers in MultiPlan's network for the purposes of travel/distance calculation. Although some nurse practitioners may be coded as primary care providers for the purposes of the provider directory, they are included as part of the "All other licensed or certified providers under contract with a carrier not listed" category when calculating network adequacy.

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

Zero percent (0%) of primary care providers are certified registered nurse practitioners in MultiPlan's network for the purposes of travel/distance calculation.

## Essential Community Providers

(e) List the 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.

MultiPlan contracts with 58 of 139 Maryland ECPs listed in the [CMS-published](#) file, [PY2022FINALECPLISTPUBLIC01.22.2021.xlsx](#), which equals 41.72%.

Categories	ECP Provider Count	ECP Provider Percentage
Rural		
Out of Network:	36	57.1%
Under Contract:	27	42.9%
Suburban		
Out of Network:	6	60.0%
Under Contract:	4	40.0%
Urban		
Out of Network:	39	59.1%
Under Contract:	27	40.9%

## (2) Appointment Waiting Time Standards

(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 — within 72 hours	75.30%
Routine primary care — within 15 calendar days	90.22%
Preventative Visit/Well Visit — within 30 calendar days	97.26%
Non-urgent specialty care — within 30 calendar days	97.81%
Non-urgent behavioral health/substance use disorder services — within 10 calendar days	83.46%

MultiPlan’s appointment wait time data is not specific to KPIC members’ experiences. The results that MultiPlan reported are based on averages for providers who responded to the focused outreach.

Please note that the measurement called for by the regulation for Appointment Wait Time Standards is for member experiences when scheduling appointments. Because MultiPlan does not have members and cannot collect specific information on their wait time experiences, MultiPlan collects and categorizes appointment wait time data from its network providers. MultiPlan asks network groups and providers to provide either their standard wait times or their averages (whichever they are willing to provide with a degree of certainty). This information is associated with provider locations when reported out, not individual providers.

The appointment wait time percentages provided above by MultiPlan in the Appointment Waiting Time Standard table is a calculation of the number of providers' locations whose reported data would meet the Maryland Appointment Wait Time Standards, as a percentage of all provider locations that reported appointment wait time data. Providers who have not reported appointment wait time data for their locations are not included in this calculation.

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

Two-point two percent (2.2%) of the total percentage of telehealth appointments were counted as part of the appointment wait time standards results.

### **(3) Provider-to-Enrollee Ratio Standards**

(a) This subsection does not apply to Group Model HMO health benefit plans.

N/A

(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:

<b>Provider Service Type</b>	<b>Provider-to-Enrollee Ratio Standard</b>	<b>Meets the Standard?</b>
Primary care	1:1200	Yes
Pediatric care	1:2000	Yes
Obstetrical/gynecological care	1:2000	Yes
Behavioral health care or service	1:2000	Yes
Substance use disorder care and services	1:2000	Yes