



2020
NETWORK ADEQUACY ACCESS PLAN
EXECUTIVE SUMMARY

KAISER PERMANENTE INSURANCE COMPANY (KPIC)

1. Travel Distance Standards

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

***KPIC Response:** KPIC has a network access agreement with MultiPlan, Inc. to allow its members to access MultiPlan’s proprietary network of health care providers and facilities. MultiPlan calculated the travel/distance data in the table below using the specific access standards that were adopted by Maryland for urban, suburban, and rural areas (identified by ZIP code).*

MultiPlan measured each specialty against those standards based on the estimated driving distance from the employee location to the closest provider, applying the appropriate urban/suburban/rural standard based on the employee’s ZIP code. Please note that when the employee’s address provided is a P.O. box or included “care of,” that address was excluded from the calculation below because it does not align with an actual member residence. Those addresses are included in the tab “USR Not Classified” in the file entitled MD Network Adequacy Kaiser 2020 ZipDetails.xlsx.

MultiPlan’s calculations are based on member data provided by KPIC.

Provider Group	Urban	Suburban	Rural
Acute Inpatient Hospitals	99.7	100	100
All other licensed or certified facilities under contract with a carrier not listed	100	100	100
All other licensed or certified providers under contract with a carrier not listed	100	100	100
Allergy and Immunology	100	99.9	100
Applied Behavioral Analyst	100	100	100
Cardiovascular Disease	99.9	100	100
Chiropractic	99.9	99.9	100
Critical Care Services - Intensive Care Units	99.7	100	100
Dermatology	99.9	100	100
Diagnostic Radiology	99.9	100	100
Endocrinology	99.9	100	100
ENT/Otolaryngology	99.9	99.9	100
Gastroenterology	99.9	100	100
General Surgery	99.9	100	100
Gynecology	100	100	100
Gynecology, OB/GYN	99.1	99.9	100
Inpatient Psychiatric Facility	90.1	100	100
Licensed Clinical Social Worker	100	99.9	100
Nephrology	99.9	100	100
Neurology	99.2	100	100
Oncology - Medical and Surgical	99.9	100	100
Oncology - Radiation/Radiation Oncology	99.9	100	100
Ophthalmology	99.9	100	100
Other Behavioral Health/Substance Abuse Facilities	80.3	98.5	99.6

Provider Group	Urban	Suburban	Rural
Outpatient Dialysis	99.9	100	100
Outpatient Infusion/Chemotherapy	99.9	100	100
Pediatrics - Routine/Primary Care	99	99.9	100
Pharmacy*	100	100	100
Physiatry, Rehabilitative Medicine	99.9	100	100
Plastic Surgery	99.9	100	100
Podiatry	99.9	100	100
Primary Care Physician	100	100	100
Psychiatry	99.2	99.9	100
Psychology	100	100	100
Pulmonology	99.9	100	100
Rheumatology	99.9	100	100
Skilled Nursing Facilities	98.3	99.9	100
Surgical Services (Outpatient or Ambulatory Surgical Center)	99.9	100	100
Urology	99.9	100	99.6

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

NOTE: 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 encompassed practitioners who do not fall into the specialty categories designated by Maryland.

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

KPIC Response: Zero (0) registered nurse practitioners are counted as primary care providers in MultiPlan's network. 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..." when calculating the network adequacy percentages listed under item (a) above.

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

KPIC Response: Zero percent (0%) of primary care providers are certified registered nurse practitioners in MultiPlan's network. 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..." when calculating the network adequacy percentages listed under item (a) above.

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

KPIC Response: Centers for Medicare and Medicaid Services (CMS) lists 135 Essential Community Provider (ECP) locations in Maryland. MultiPlan currently contracts with 53 (39%) of the 135 ECP provider/locations. MultiPlan’s network includes ECP providers in rural, suburban and urban markets in the state of Maryland. Listed below is a chart that shows the distribution of the provider/locations. MultiPlan is actively working to recruit the ECP providers that are currently Out of Network. Please see the table below.

	Count	Percentage
All Markets	135	
Rural	30	
Non-Participating ECP	13	43%
Participating ECP	17	57%
Suburban	21	
Non-Participating ECP	12	57%
Participating ECP	9	43%
Urban	84	
Non-Participating ECP	57	68%
Participating ECP	27	32%

MultiPlan has reached out to all of the Out of Network ECP providers in the urban designated markets. Each of the provider/locations identified in the file posted by CMS has received an invitation to participate in the PHCS/MultiPlan network. By September 15, 2020, MultiPlan will make an additional outreach to the Out of Network providers via telephonic means to follow up on the materials that were previously sent to the urban ECP providers.

MultiPlan’s standard is to make 3 provider outreach attempts to discuss joining the PHCS/MultiPlan network. The three attempts to contact the providers will be completed by December 31, 2020.

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

KPIC Response: MultiPlan’s network contracts with 53 of the 135 provider/locations, which is 39% of the total ECPs published by CMS. MultiPlan’s process for selecting ECP’s for participation in the network is very inclusive. MultiPlan has invited all ECP providers and local health departments on the CMS ECP listing to participate in the network. MultiPlan is actively working to bring these entities into its network.

2. Appointment Wait Time

KPIC Response: Please note that MultiPlan’s data is not specific to KPIC members’ experiences or actual results booking individual appointments. MultiPlan’s data are based on actual averages for the providers that have provided wait time standards for their office locations to MultiPlan.

MultiPlan documents its expectations for appointment wait times in the network provider handbook. In addition, the provider handbook obligates providers to supply data about their average appointment wait times annually. Many providers affirmatively supply this data, but a significant number do not.

- a) **For each appointment type, list the percentage of enrollees for which the carrier met the appointment wait time standards, in the following format:**

KPIC Response: MultiPlan is reporting the information supplied by the providers on the time elapsed between the member booking the appointment and having the appointment for the following categories: (a) routine visit; (b) urgent care; and (c) new patient. These categories are then cross walked to the appropriate categories required by Maryland.

MultiPlan calculated and reported the percentages reflected in the table below based on the number of providers' locations who responded to the request for wait time data in order to meet the Maryland standard. Providers who have not reported appointment wait time data for their locations are not included in this calculation.

Maryland Appointment Type Category	Total Provider Locations Reporting Data	Provider Locations Meeting Standard	Percent of Provider Locations Meeting Standard
Non Urgent Specialty	12,664	11,364	89.7%
Non Urgent Mental	1,027	831	80.9%
Urgent Care	14,958	11,735	78.5%
Routine Primary Care	5,215	4,071	78.1%
Preventative Visit	6,257	5,359	85.6%

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

KPIC Response:

MultiPlan can confirm that some in-network providers do perform telemedicine based on the presence of GT modifiers on claims, but MultiPlan does not currently maintain any systematic record for purposes of member steerage to telehealth providers. Additionally, MultiPlan added a question regarding telemedicine to its 2020 standard provider outreaches to collect data on which provider locations offer telehealth services.

3. Provider-to-Enrollee Ratio

a) List whether the percentage of provider-to-enrollee ratios meet the provider-to-enrollee ratio standards (as listed in COMAR 31.10.44.06) of this chapter 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;
- (v) 2,000 enrollees for substance use disorder care and services;

KPIC Response: KPIC met Maryland’s provider-to-enrollee standards as stated above. Please see below.

Provider Group	Providers	Enrollees	Provider to Enrollee Ratio	Pass/Fail	Required Provider to Enrollee Standard
Primary Care Physician	6,537	4,757	6537 : 4757	PASS	1 : 1,200
Pediatrics	2,477	4,757	2477 : 4757	PASS	1 : 2,000
Gynecology, OB/GYN	1,714	4,757	1714 : 4757	PASS	1 : 2,000
Behavioral Health	1,437	4,757	1437 : 4757	PASS	1 : 2,000
Substance Abuse Disorder Care or Services	27	4,757	27 : 4757	PASS	1 : 2,000