

DEPARTMENT OF HEALTH

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MANAGED CARE SYSTEMS

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Request for Waiver

Plan Year:

2019

Please ensure that information contained on this waiver request coincides with information provided on the geographical access maps and provider list submitted with this application.

1. Name and Title of Person Submitting this Document:

Carrier	Name Network	Network ID
UCare Minnesota	UCare Individual and Family Plans	MNN001
Name	Title	Date
Dan Sarles	Provider Data & Network Analytics Manager	9/5/2018

2. By submitting this form, the above-referenced confirms:

- A. That person submitting this request has personal knowledge of the network contracting process involved in this submission, and
- B. That access cannot be met for the following provider type(s). Include the county and reason(s) for not meeting the requirements.

Provider Type	County	Reason Code	Notes	
General Hospital facilities	Koochiching,Itasca,Cass,Ait kin,St. Louis,Lake,Cook	1	There are network adequacy gaps in the northern counties of Minnesota, even though UCare contracts with all known hospitals. Those counties are rural, and the hospitals available do not cover the entire geographic area even when the required 30 mile radiuses are applied. UCare used Medicare's Facility Compare data and online searches to validate all General Hospital Facilities are in our network. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities.	
Primary Care providers	St. Louis	1	There is a small rural area in northern St. Louis County (e.g., the BWCA) in which all available providers are contracted; however, because of the low population density, we have sections of counties that are not within 30 miles of a Primary Care Provider. We used Medicare's Physician Compare tool to confirm no additional Primary Care Providers exist in those areas. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities.	
Mental health providers	Koochiching,St. Louis	1	There are rural areas in northern Minnesota counties (e.g., the Boundary Waters Canoe Area) in which all available providers are contracted; however, because of the low population density, we have sections of counties that are not within 30 miles of a Mental Health Provider. UCare attempted to locate available providers using Medicare's Physican Compare Tool and UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities.	
Pediatric Services Providers	Koochiching,Itasca,St. Louis,Lake,Cook,Cass	1	There are areas of northern Minnesota where gaps exist but there are no additional providers for UCare to contract with to fill these gaps. UCare confirmed the lack of availability of providers using Medicare's Physician Compare tool. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities.	
Pediatric Specialty Providers	Koochiching,Itasca,Cass,St. Louis,Lake,Cook	1	There are rural areas in the northern Minnesota counties in which all available providers are contracted; however, because of the low population density we have sections of counties that are not within 30 miles of a Pediatric Specialty Provider. We used Medicare's Physician Compare tool to confirm no additional Pediatric Specialty Providers exist it those areas. Also, there are no identifiable Pediatric Specialty Providers in the key cities of Grand Marais and International Falls. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities.	
Allergy, Immunology and Rheumatology	Koochiching,Itasca,Cass,St. Louis,Lake,Cook,Aitkin	1	Gaps exist in the Arrowhead Region for this service. As part of our effort to validate this, we saw that Medicare's Physician Compare tool shows Allergy and Ir services at Fairview Mesabi-Range Regional clinics. We called this Fairview location and confirmed Allergy and Immunology services are not offered. Based also placed a call on April 10, 2018 to Essentia Health's International Falls, Ely, and Hibbing locations and confirmed they also do not provide this specialty ser location is able to arrange for patients to see an Allergist via telehealth, but no face-to-face options are available. UCare will conduct monthly monitoring of av providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available identified, UCare will outreach for new contracting opportunities.	

Anesthesiology Physicians and Certified Registered Nurse Anesthetists	Koochiching,St. Louis,Lake,Cook	1	Gaps in access to anesthesiology services exist in the northern Minnesota counties. We cannot identify any providers within a 60 mile radius of the existing gaps. We have verified this using Medicare's Physician Compare tool and online search. UCare will conduct monthly monitoring of available market providers and facilities through the use the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities.	
Cardiac Surgery	Koochiching,itasca,Cass,St. Louis,Lake,Cook,Wadena	1	Cardiac Surgery gaps exist in the northern counties of Minnesota. UCare contracts with all available providers in this area. We used Medicare's Physician Compare tool and Supply File to validate our network. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities.	
Cardiovascular Disease	Cook	1	There are no providers offering Cardiovascular Disease Specialties in the Arrowhead Region. This specialty is offered at other locations outside of the 60 mile radius to which members are referred. We checked Medicare's Physician Compare tool, the Medicare Supply File and an online search to identify any potential missing providers and found none. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities.	
Colon and Rectal Surgery	Koochiching,ltasca,Cass,W adena,Todd,Stearns,Morriso n,Crow Wing,Aitkin,St. Louis,Cook	1	Gaps exist in northern Minnesota counties along with a few counties in the southern part of the state for Colon and Rectal Surgery. UCare contracts with all available Colon and Rectal providers. The gaps exist because there are no other providers to fill the 60 mile radius gap. We used online search engines, along with Medicare's Physician Compare tool to validate no other providers were available. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities	
Dermatology	Koochiching,St. Louis,Lake,Cook	1	Gaps exist in northern Minnesola counties because there are no other providers to fill the 60 mile radius gap. We used online search engines along with Medicare's Physician Compare tool to validate the lack of other providers. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities.	
Endocrinology	Koochiching,St. Louis,Lake,Cook	1	Gaps exist in the northern Minnesota counties for Endocrinology, Diabetes. UCare attempted to locate providers using Medicare's Physican compare tool and an online search. We also called St. Luke's Silver Bay location and confirmed that it does not provide Endocrinology; instead, all patients are referred to Duluth. We cannot identify any providers in International Falls or Grand Marais who provide endocrinology services. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities.	
Gastroenterology	Koochiching,itasca,St. Louis,Cook	1	A gap in this provider type exists in the arrowhead region of the state, as the Cook County-North Shore Hospital does not offer this service. UCare attempted to locate providers using Medicare's Physican compare tool and an online search. In addition, we confirmed on April 10, 2018 that the Essentia Health International Falls location does not have a gastroenterologist. It does have one gastroenterologist who sees patients via telehealth, but only after an initial in-person consult in Duluth. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities.	
General Surgery	Cook	1	A gap for this specialty exists in Cook County, and we do not see any providers categorized as General Surgery offered at the Cook County-North Shore Hospital. Cook County North Shore Hospital patients are referred to Duluth. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities.	
Genetics	Koochiching,ltasca,Cass,Cr ow Wing,Aitkin,St. Louis,Pine,Lake,Cook,Kana bec	1_	This is a unique specialty that is only offered in the population centers of the state. Gaps exist throughout the state, predominantly in the northern counties, but also the west and south. UCare contracts with all known providers and attempted to find additional providers using Medicare's Physician Compare Tool and an online search. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities.	
Nephrology	Lake,Cook,St. Louis	1	There is a gap in Nephrology coverage in the Arrowhead Region. UCare contracts with all available providers in these counties. We reviewed Medicare's Physician Compare tool and CMS' Provider Supply files along with an online search to validate our network. Cook County North Shore Hospital patients are referred to Duluth, UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities.	
Neurology and Neurological Surgery	Lake,Cook	1	A gap exists in Cook and Lake Counties for these specialty types because there are no providers available in this very rural area. Members are referred to providers in Duluth. UCare attempted to locate providers using Medicare's Physican compare tool and an online search. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities.	
Obstetrics and Gynecology	Cook	1	There are no Obstetrics and Gynecology providers in the Arrowhead Region. We used Medicare's Physician Compare tool and CMS' Provider Supply file to validate this gap. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities.	
Oncology	Lake,Cook,St. Louis	1	There are no Oncology providers in the Arrowhead Region. We used Medicare's Physician Compare tool and CMS' Provider Supply file to validate this gap. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities.	
Ophthalmology	Koochiching,St. Louis,Lake,Cook	1	There are no Ophthalmology providers in the Arrowhead Region. We used Medicare's Physician Compare tool and CMS' Provider Supply file to validate this gap. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities.	
Orthopedic Surgery	Cook	1	There are no Orthopedic Surgery providers in the Arrowhead Region. We used Medicare's Physician Compare tool and CMS' Provider Supply file to validate this gap. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities.	
Otolaryngology	Koochiching,Itasca,Cook	1	There is a gap in the northern most portion of the state in the Arrowhead Region of Minnesota. The gap impacts Koochiching, Itasca, and Cook counties. This gap exists because there are no available providers in the area. UCare leveraged Medicare's Physician Compare tool and online searches to validate the lack of this specialty type. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities.	

Physical Medicine and Rehabilitation and Occupational Medicine	Cook	1	There are no Physical Medicine, Rehabilitation and Occupational Medicine providers in the Arrowhead Region. We used Medicare's Physician Compare tool and CMS' Provider Supply file to validate this gap. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities.
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Please use additional sheet if needed

As part of this waiver request for all reason codes, a carrier must demonstrate with specific data that the geographic access standards cannot be met in a particular service area or part of a service area and also state what steps were and will be taken to address the network inadequacy (MN Statutes § 62K.10, subdivision 5).

Reason Codes:

- 1. Carrier has conducted a good faith search for providers and determined that there are no providers physically present in the service area of the type requested in the waiver. MDH will not grant a waiver for this reason code unless the carrier demonstrates, with specific information, that there are no providers physically present in the part(s) of the service area for which the waiver is sought.
 Specific information may include provider directories and sources consulted, physical geography that affects the location of providers, or other information that affects the availability and location of providers. Telemedicine may be used as a means to provide access when there are no providers physically present to meet the standard. The carrier should describe how it will assess the availability of providers who begin practice in the service area where the standard cannot currently be met.
- Provider does not meet carrier's credentialing requirements. Carrier must cite the reason(s) provider does not meet carrier's credentialing requirements.
- 3. Carrier has made a good faith effort to contract with provider and offered a contract at the same/similar rate as other providers of the same provider type in the network, and provider has refused to accept a contract. A carrier representative must attest, below, that a contract was offered at same/similar rates and provider refused to contract.
- 4. Other: Please describe why geographic access standards cannot be met. Please also describe how access will be provided for this provider type for the residents of the affected county or counties.

Attestation for the Request for Waiver

The undersigned attests that he/she is a representative of the carrier with personal knowledge of the network and reasons for the above waiver requests, and that the waiver requests meet the requirements for the waiver, as outlined above. The undersigned also attests that good faith efforts have been made to locate and contract with providers, as outlined above, and that if providers become available in the service area, carrier will make a good faith effort to contract with said providers at same or similar rates as other providers of the same type in carrier's network.

Amanda Bohler, UCare,Provider Network Analyst, Sr. 6/20/2018
Name, Company, Title Date Attestation Signed

Provider Type	County	Reason Code	Notes
Pulmonary Disease	Koochiching,St. Louis,Cook	1	UCare contracts with all known pulmonary providers. Gaps exists in Koochiching, St. Louis and Cook counties due to a lack of providers. We validated our network using Medicare's Physician Compare tool and the Medicare Supply File. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities.
Reconstructive Surgery	Koochiching,Itasca,Cass,St. Louis,Lake,Cook	1	There are gaps in Reconstructive Surgery providers in the northern parts of MinnesotaThis is because there are no available providers within the 60 mile radius. We used Medicare's Physician Compare tool and conducted an online search to validate this gap. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities.
Thoracic Surgery	Koochiching,Itasca,Cass,W adena,Aitkin,Lake,Cook,Pin e,Crow Wing,Kanabec,St. Louis	1	Gaps exist throughout Minnesota outside of the metro area for this specialty type. Thoracic surgery is a specialized surgery that is not widely offered. UCare is contracted with all known providers. We used online search engines along with Medicare's Physician Compare tool to altempt to identify any additional providers. This tool identified that thoracic surgery was available at New Ulm Medical Center; however a phone call to the site confirmed the lack of thoracic surgery. The medical center refers all patients to Mankato. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities.
Urology	Cook	1	There are no Urology providers in the Arrowhead Region. We used Medicare's Physician Compare tool and CMS' Provider Supply file to validate this gap. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities.
Vascular Surgery	Koochiching,Itasca,St. Louis,Lake,Cook	1	Gaps exist for Vascular Surgery in the Arrowhead Region and north-central Minnesota. The providers available in these regions are contracted; however, their locations do not meet the 60 mile radius coverage. We validated these gaps against Medicare's Physician Compare tool and CMS' Provider Supply File. We also conducted an online search to confirm there were no providers available with this specialty. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities.
Chemical Dependency Outpatient	Lake,Cook,St. Louis	1	Gaps exist in the rural areas of northern Minnesota. Our network contains all known Outpatient Chemical Dependency facilities; however, the current facility locations do not meet the 60 mile radius requirement. UCare attempted to locate providers using Medicare's Physican compare tool and an online search. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities.
Chemical Dependency Inpatient	St. Louis,Lake,Cook	1	There are gaps existing in counties in the Arrowhead Region of the state because there are no inpatient chemical dependency providers in this area. UCare reviewed Medicare's Facility and Physician Compare tools and online searches and validated that no additional providers are currently available. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities.
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