

MANAGED CARE SYSTEMS
P.O. Box 64882, St. Paul, MN 55164-0882
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Email: health.managedcare@state.mn.us

# Request for Waiver

### Plan Year

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	Network Structure*
HealthPartners Insurance Corporation (HPIC)	Perform	MNN002	<select one=""></select>
Name	Title	Date	Enrollees in Network*
Martin Michael	Sr Director Provider Relations & Network Management	5/20/2021	

# 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	ason Co	Notes	Affected Enrollees*	Percent Total Enrollees Affected	Percent Not Covered*	Percent Available Providers Included
Allergy, Immunology and Rheumatology	Cook,Kiitson,Lake,Lake Of The Woods,Lincoln,Lyon,Roseau,Yellow Medicine,St. Louis	,	The northeast area of the state is rural and its geography is made up of the Boundary Waters Cance Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitan area is Duluth. HealthPartners contracts with all known providers in this area. Members have access to the closest available providers.  Counties in the northwestern part of the state are made up of farms in the northwestern most counties, to national and state forests and the Red Lake Indian Reservation in the more eastern counties. All of these counties are rural and made up of smaller communities. The closest metropolitan area is Fargo/Moorhead. HealthPartners contracts with all known providers in this area, so members have access to the closest available providers.  Counties that make up the southwestern part of Minnesota are almost exclusively prairie land and farms, with some rolling hills. The area is mainly rural with small communities throughout. HealthPartners contracts with all known providers in this area, so members have access to the closest available providers.  HealthPartners also supports the use of telemedicine in these areas where no providers are physically present.  The following websites were searched for additional providers: http://mhcpproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of new providers. If new providers are identified, the information would be forowarded to the contracting department so new contracts could be pursued.  Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.  ENROLLEE ACCESS TO SERVICES IN 2020:  Provider clinics or outreach locations  For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health, Avera Health, Altru Health Systems, Minnesota Rural Hea				

nesiology Physicians and Certified Registered Nurse And	Beitrami, Cook, Kittson, Koochiching, Lake, L ake Of The Woods, Roseau	The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitan area is Duluth. HealthPartners contracts with all known providers in this area.  Counties in the northwestern part of the state are made up of farms in the northwestern most counties, to national and state forests, large lakes, and the Red Lake Indian Reservation in the more eastern counties. All of these counties are rural and made up of smaller communities. The closest metropolitan area is Fargo/Moorhead. HealthPartners contracts with all known providers in this area, so members have access to the closest available providers.  Members have access to the closest available facilities where these types of providers are generally located.  The following websites were searched for additional providers: http://mhcpproviderdirectory.dns.state.mn.us/ and https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of new providers. If new providers are identified, the information would be forwarded to the contracting department so new contracts could be pursued.  Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.  ENROLLEE ACCESS TO SERVICES IN 2020:  **Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health, Altru Health System and St. Luke's Hospital & Clinics. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.  Network Review  Network Review  There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks	
Cardiac Surgery	Becker,Beltrami,Big Stone,Cass,Chippewa,Clearwater,Cook,Cot tonwood,Grant,Hubbard,Itasca,Kittson,Koo chiching,Lac Qui Parle,Lake,Lake Of The Woods,Lincoln,Lyon,Mahnomen,Marshall, Murray,Otter Tail,Pennington,Polk,Pope,Red Lake,Redwood,Renville,Roseau,St. Louis,Stevens,Swift,Traverse,Vellow Medicine,Brown,Wilkin, Jackson	These counties are primarily rural and have small populations. Due to the smaller community size, the hospitals and clinics in these areas don't have the technology or equipment to handle complex procedures or specialized services. Patients have to travel to providers in the larger metropolitan areas where specialty providers work in large facilities where the technology and equipment needed for complex cases are available.  There is a limited number of Cardiac Surgery providers in the state; the metropolitan areas of St. Paul/Minneapolis, St. Cloud, Duith, Moorhead/Fargo/Grand Forks or Sioux Falls, SD. have services available through large care systems and consultations are also available through telemedicine.  There are no additional providers available within the 60 mile requirement that are closer than those that are already part of our network.  The following additional websites were searched for available providers:  http://mhopproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/physiciancompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of new providers.  If new providers are identified, the information is forwarded to the contracting department so they can pursue a contract.  HealthPartners communicates routinely with providers through our newsletter every other month with reminders to keep information regarding access to a particular type of provider are are monitored on a monitory day an anonthy basis. If trends in companions regarding access to a care	
Cardiovascular Disease	Cook	The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitan area is Duluth. HealthPartners contracts with all known providers in this area. Members have access to the closest available providers.  HealthPartners also supports the use of telemedicine for consultations in these areas where no providers are physically present.  The following websites were searched for additional providers: http://mhcpproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of new providers. If new providers are identified, the information would be forwarded to the contracting department so new contracts could be pursued.  Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.  ENROLLEE ACCESS TO SERVICES IN 2020:  Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area includer Essentia Health Sanford Leath and ST Linke's Hosnital & Clinics. In addition to the large care system's	

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Dermatology	Cook,Lake,Lake Of The Woods,Roseau,St. Louis	The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitan area is Duluth. HealthPartners contracts with all known providers in this area. Members have access to the closest available providers.  Counties in the northwestern part of the state are made up of farms in the northwestern most counties, to national and state forests and the Red Lake Indian Reservation in the more eastern counties. All of these counties are rural and made up of smaller communities. The closest metropolitan area is Fargo/Monhead. HealthPartners contracts with all known providers in this area, so members have access to the closest available providers.  HealthPartners also supports the use of telemedicine in these areas where no providers are physically present.  The following websites were searched for additional providers: http://mhcpprovidericotry.dhs.state.mn.us/ and https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of new providers. If new providers are identified, the information would be forwarded to the contracting department so new contracts could be pursued.  Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.  ENROLLEE ACCESS TO SERVICES IN 2020:  Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health, Altru Health System and St. Luke's Hospital & Clinics. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.  Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we u	
Endocrinology	Beltrami, Big Stone, Cook, Jackson, Kittson, Koochiching, Lac Qui Parle, Lake, Lake Of The Woods, Marshall, Pennington, Polk, Red Lake, Roseau, St. Louis, Traverse	The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitan area is Duluth. HealthPartners contracts with all known providers in this area. Members have access to the closest available facilities.  Counties in the northwestern part of the state are made up of farms in the northwestern most counties, to national and state forests, large lakes, and the Red Lake Indian Reservation in the more eastern counties. All of these counties are rural and made up of smaller communities. The closest metropolitan area is FargoMoorhead. HealthPartners contracts with all known providers in this area, so members have access to the closest available providers.  Counties that make up the southern part of Minnesota are almost exclusively prairie land and farms, with some rolling hills. The area is mainly rural with small communities throughout. HealthPartners contracts with all known providers in this area, so members have access to the closest available providers.  HealthPartners also supports the use of telemedicine in these areas where no providers are physically present.  The following websites were searched for additional providers: http://mhncpproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of new providers. If new providers are identified, the information would be forwarded to the contracting department so new contracts could be pursued.  Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.	

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		ENROLLEE ACCESS TO SERVICES IN 2020:  Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health, Altru Health System, Avera, CentraCare, Riverview Healthcare Association, Minnesota Rural Health, and St. Luke's Hospital & Clinics. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.  Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.  Sources used to check for new providers/locations + Healthgrades - Medicare Physician Compare - Minnesota Health Care Programs Provider Directory - National Institute of Health US National Library of Medicine MedlinePlus Directories  New providers identified No additional providers were identified.	
Gastroenterology	Beltrami, Cook, Kittson, Koochiching, Lake, L ake Of The Woods, Marshall, Roseau, St. Louis	The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitan area is Duluth. HealthPartners contracts with all known providers in this area. Members have access to the closest available providers.  Counties in the northwestern part of the state are made up of farms in the northwestern most counties, to national and state forests and the Red Lake Indian Reservation in the more eastern counties. All of these counties are rural and made up of smaller communities. The closest metropolitan area is FargofMoorhead. HealthPartners contracts with all known providers in this area, so members have access to the closest available providers.  HealthPartners also supports the use of telemedicine in these areas where no providers are physically present.  The following websites were searched for additional providers: http://mhcpproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we feet these are good sources for identification of new providers. If new providers are identified, the information would be forwarded to the contracting department so new contracts could be pursued.  Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.  ENROLLEE ACCESS TO SERVICES IN 2020:  Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Safrord Health, Altru Health System and St. Luke's Hospital & Clinics. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups and the area.  Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews	
Genetics	Atkin, Becker, Beltrami, Big Stone, Brown, Carlton, Cass, Clearwater, Coo k, Cottonwood, Crow Wing, Grant, Hubbard, Itasca, Jackson, Kanab ec, Koochiching, Kittson, Lac Qui Parle, Lake, Lake Of The Woods, Le Sueur, Mahnomen, Marshall, Nicollet, Nobles, Otter Tail, Pennington, Pine, Polk, Pope, Red Lake, Renville, Roseau, St. Louis, Sibley, Stevens, Swift, Traverse, Wilkin	These counties are primarily rural and have small populations. Due to the smaller community size, the hospitals and clinics in these areas don't have the technology or equipment to handle complex procedures or specialized services. Patients have to travel to providers in the larger metropolitan areas where specialty providers work in large facilities where the technology and equipment needed for complex cases are available.  There is a limited number of Genetics providers in the state; the metropolitan areas of St. Paul/Minneapolis, St. Cloud, Duluth, Moorhead/Fargo/Grand Forks or Sloux Falls, SD. have services available through large care systems and consultations are also available through telemedicine.  There are no additional providers available within the 60 mile requirement that are closer than those that are already part of our network.  The following additional websites were searched for available providers: http://mhcproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/physiciancompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of new providers.  If new providers are identified, the information is forwarded to the contracting department so they can pursue a contract.  HealthPartners communicates routinely with providers through our newsletter every other month with reminders to keep information regarding their locations and providers up to date. Member complaints regarding access to care are monitored on a monthly basis. If trends in complaints regarding access to a particular type of provider are identified, the contracting department is provider are identified, as contract is precised.	

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General Surgery	Cook	The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is spansely populated. The closest metropolitian area is Duluth. HealthPartners contracts with all known providers in this area. Members have access to the closest available providers.  HealthPartners also supports the use of telemedicine in these areas where no providers are physically present.  The following websites were searched for additional providers: http://mhcpproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of the providers. If the providers are interested to the information would be forwarded to the contracting department so new contracts ould be privated.  Gaps will be monitored on a quanterly basis and we will pursue contracts with new providers if they are identified.  ENROLLEE ACCESS TO SERVICES IN 2020: Referral to metropolitian area clinics and facilities.  Complex Central Surgerys services are performed at larger metropolitian care system hospitals and locations. HealthPartners' contracted providers refer their patients to metropolitian area providers who have access to large hospital facilities that provide general surgery services.  Provider clinics or outreach locations  Essential Fealth, Sanford Health and SL Luke's Hospital & Clinics have satellite locations or provide outreach services at other locations in the region. In addition, telemedicine is an option for office visits, including consultations and post-operative visits.  Network Reviews  These were two reviews of our network conducted in 2020 instead of quanterly due to COV-ID and not having staff or the services of the contractive visits.  Network Reviews  These were two inviews of our network conducted in 2020 instead of quanterly due to COV-ID and not having staff or the visit of the programs Provider Directory visits.  Network	
Nephrology	Cook,Lake,St. Louis	The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitian area is Duluth. HealthPartners contracts with all known providers in this area. Members have access to the closest available providers.  HealthPartners also supports the use of telemedicine in these areas where no providers are physically present.  The following websites were searched for additional providers: http://mhcpproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of new providers, if new providers are identified, the information would be forwarded to the contracting department so new contracts could be pursued.  Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.  ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health and St. Luke's Hospital & Clinics. In addition to the large care system's	

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Neurology and Neurological Surgery	Big Stone, Cook,Lake,St. Louis	The northeast area of the state is rural and its geography is made up of the Boundary Waters Cance Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitan area is Duluth. HealthPartners contracts with all known providers in this area. Members have access to the closest available facilities.  The counties that make up the southwestern part of Minnesota are almost exclusively prairie land and farms, with some rolling hills. The area is mainly rural with small communities throughout. HealthPartners contracts with all known facilities in this area, so members have access to the closest available facilities.  HealthPartners also supports the use of telemedicine in these areas where no providers are physically present.  The following websites were searched for additional providers: http://mhcpproviderdirectory dhs. state.m.us/ and https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of new providers. If new providers are identified, the information would be forwarded to the contracting department so new contracts could be pursued.  Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.  ENROLLEE ACCESS TO SERVICES IN 2020:  Provider clinics or outreach locations  For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health, St. Luke's Hospital & Clinics, and CentraCare. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.  Network Review  There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPa	
Obstetrics and Gynecology	Cook,Lake	The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitian area is Duluth. HealthPartners contracts with all known providers in this area. Members have access to the closest available providers.  HealthPartners also supports the use of telemedicine in these areas where no providers are physically present.  The following websites were searched for additional providers: http://mhcpproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of new providers. If new providers are identified, the information would be forwarded to the contracting department so new contracts could be pursued.  Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.  ENROLLEE ACCESS TO SERVICES IN 2020:  Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health and St. Luke's Hospital & Clinics. In addition to the large care system's	

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Oncology	Cook,Lake,St. Louis	The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitan area is Duluth. HealthPartners contracts with all known providers in this area. Members have access to the closest available providers.  HealthPartners also supports the use of telemedicine in these areas where no providers are physically present.  The following websites were searched for additional providers: http://mhcpproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of new providers. If new providers are identified, the information would be forwarded to the contracting department so new contracts could be pursued.  Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.  ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations  For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health and St. Luke's Hospital & Clinics. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.  Network Review  There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.  Sources used to check for new providers/locations  Healthgrades  Medicare Physician Compare  Minesota Health Care Programs Provider Directory  National Institute of Health US National Library of Medicine MedlinePlus Directories  New providers identified.	
Ophthalmology	Cook,Lake,St. Louis	The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitan area is Duluth. HealthPartners contracts with all known providers in this area. Members have access to the closest available providers.  HealthPartners also supports the use of telemedicine in these areas where no providers are physically present.  The following websites were searched for additional providers: http://mhcpproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of new providers. If new providers are identified, the information would be forwarded to the contracting department so new contracts could be pursued.  Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.  ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health and St. Luke's Hospital & Clinics. In addition to the large care system's	

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The woods, St. Louis  The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitan area is Duluth. HealthPartners contracts with all known providers in this area. Members have access to the closest available facilities.  Counties in the northwestern part of the state are made up of farms in the northwestern most counties, to national and state forests, large lakes, and the Red Lake Indian Reservation in the more eastern counties. All of these counties are rural and made up of smaller communities. The closest metropolitan area is Fargo/Moorhead. HealthPartners contracts with all known providers in this area, so members have access to the closest available providers.  HealthPartners also supports the use of telemedicine in these areas where no providers are physically present.  The following websites were searched for additional providers: http://mhcpproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of new providers are identified,	Orthopedic Surgery	national forests and lakes, and is: contracts with all known providers HealthPartners also supports the u The following websites were searc https://www.medicare.gov/provide data updates so we feel these are the information would be forward Gaps will be monitored on a quart ENFOLLEE ACCESS TO SERVIC Referral to metropolitan area clinic Complex Orthopedic Surgergy ser HealthPartners' contracted provide hospital facilities that provide orth  **Provider clinics or outreach locatic Essentia Health, Sanford Health a services at other locations in the re consultations and post-operative v Network Reviews There were two reviews of our net resources available to conduct the and June 8, 2020 and again Marci 2021.  Sources used to check for new pro Healthgrades Medicare Physician Compare Minnesota Health Care Programs National Institute of Health US Na New providers identified	sparsely populated. The closest metropolitan area is Duluth. HealthPartners is in this area. Members have access to the closest available providers.  use of telemedicine in these areas where no providers are physically present.  ched for additional providers: http://mhcpproviderdirectory.dhs.state.mn.us/ and  providers. These are websites updated by government sources with frequent  good sources for identification of new providers. If new providers are identified,  do to the contracting department so new contracts could be pursued.  terly basis and we will pursue contracts with new providers if they are identified.  CES IN 2020:  cs and facilities  rvices are performed at larger metropolitan care system hospitals and locations,  ers refer their patients to metropolitan area providers who have access to large  toppedic surgery services.  ons  and St. Luke's Hospital & Clinics have satellite locations or provide outreach  region. In addition, telemedicine is an option for office visits, including  visits.  twork conducted in 2020 instead of quarterly due to COV-ID and not having staff or  e quarterly reviews we usually do. Networks were reviewed on February 2, 2020  th 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in  oviders/locations		
the information would be forwarded to the contracting department so new contracts could be pursued.  Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.	Otolaryngology Beltrami,Cook,I	The northeast area of the state is national forests and lakes, and is contracts with all known providers  Counties in the northwestern part and state forests, large lakes, and counties are rural and made up of HealthPartners contracts with all k providers.  HealthPartners also supports the to The following websites were searchtps://www.medicare.gov/providedata updates so we feel these are the information would be forwarded.	sparsely populated. The closest metropolitan area is Duluth. HealthPartners is in this area. Members have access to the closest available facilities.  of the state are made up of farms in the northwestern most counties, to national the Red Lake Indian Reservation in the more eastern counties. All of these famalier communities. The closest metropolitan area is Fargor/Moorhead. known providers in this area, so members have access to the closest available use of telemedicine in these areas where no providers are physically present. The ched for additional providers: http://mhcpproviderdirectory.dhs.state.mn.us/ and accompare/. These area websites updated by government sources with frequent good sources for identification of new providers. If new providers are identified, and to the contracting department so new contracts could be pursued.		

		Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health, Altru Health System and St. Luke's Hospital & Clinics. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.  Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.  Sources used to check for new providers/locations + Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories  New providers identified No additional providers were identified.
Pediatric Specialty Providers	Cass, Cook, Crow Wing, Kittson, Koochiching, Lake, St. Louis	The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitian area is Duluth. HealthPartners contracts with all known providers in this area. Members have access to the closest available facilities.  Counties in the northwestern part of the state are made up of farms in the northwestern most counties, to national and state forests, large lakes, and the Red Lake Indian Reservation in the more eastern counties. All of these counties are rural and made up of smaller communities. The closest metropolitan area is Fargo/Moorhead. HealthPartners contracts with all known providers in this area, so members have access to the closest available providers.  HealthPartners also supports the use of telemedicine in these areas where no providers are physically present.  The following websites were searched for additional providers: http://mhcpproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of new providers. If new providers are identified, the information would be forwarded to the contracting department so new contracts could be pursued.  Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.  ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health, Altru Health System, Riverview Healthcare Association, and St. Luke's
hysical Therapy, Occupational Therapy and Speech Ther	Koochiching,St. Louis	The northeast area of the state is rural and its geography is made up of the Boundary Water Cance Area (BWCA), national forcets and lakes, and is sparsely populated. The closest metropolitian area is Duluth, Health-Partners contracts with all known providers in this ears. Members have access to the closest available providers.  Health-Partners also supports the use of telemedicine in these areas where no providers are hypically present.  The following websites were searched for additional providers: http://mhopproviderdirectory.dha.state.mn.us/ and https://www.medicate.gov/providercompare/. These are websites updated by government sources with frequent data updates so we feet these are good sources for identification of new providers are identified, the information moutile be forwarded to the contracting department so new contracts could be pursued.  Gaps will be monitored an a qualiently basis and we will pursue contracts with new providers if they are identified.  ENROLLEE ACCESS TO SERVICES IN 2022:  Provider clinics or outreach locations  For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area included Essentia Health, Searbort Health and St. Luke's Hospital & Clinics. In addition to the large care system's own locations, they other provider outreach services at analier provider groups in the area.  Network Review  There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again Marth 1, 2021 for 2022 retworks. HealthPartners has resumed quarterly monitoring in 2021.  Sources used to check for new providers/locations  Healthgrades  Medicare Physician Compare  Minnesota Health Care Programs Provider Directory  National Institute of Health 13 A National Litrary of Medicine MedlinePlus Directories  New providers identified

ysical Medicine and Rehabilitation and Occupational Med	Cook	The northeast area of the state is rural and its gaography is made up of the Boundary Waters Cance Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitan area is Duluth HealthPartners contracts with all known providers in this area. Members have access to the closest available providers.  HealthPartners also supports the use of telemedicine in these areas where no providers are physically present.  The following websites were searched for additional providers: http://mbcpprovider/derectory.dhs. state.mn.us/ and https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we feet these are good sources for identification of new providers. If new providers are identified, the information would be forwarded to the contracting department so rew contracts could be pursued.  Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.  ENROLLEE ACCESS TO SERVICES IN 2020:  Provider clinics or outreach relation and provider provider provider sites, large care systems in the area include Searchs Health, Sandro Health and St. Lude's Hospital & Clinics. In addition to the large care systems in the area for office visits, consultations (including per and post-op visits) or telemedicine visits, large care systems in the area include Searchs Health, Sandro Health and St. Lude's Hospital & Clinics. In addition to the large care systems in the area for the provider provider site and provider groups in the area.  Network Review  There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly unontroing in 2021.  Sources used to check for new providers/locations  Healthgrades  Medicare Physician Compare  Minnesola Health C	
Pulmonary Disease	Cook,Lake,St. Louis	The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitian area is Duluth. HealthPartners contracts with all known providers in this area. Members have access to the closest available providers.  HealthPartners also supports the use of telemedicine in these areas where no providers are physically present.  The following websites were searched for additional providers, thtp://mbcpprovider/actrectory.dbs. state. mn. us/ and https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of new providers, if new providers are identified, the information would be forwarded to the contracting department so new contracts could be pursued.  Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.  ENROLLEE ACCESS TO SERVICES IN 2020:  Provider clinics or outraent borations  For office visits, consultations (including per and post-op visits) or telemedicine visits, large care systems in the area include Essential Health, Sandrol Health and St. Luke's Hospital & Clinics. In addition to the large care system's own locations, they office provide outreach services at smaller provider groups in the area.  Network Review  There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or these two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or these two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or the second health and the quarterly reviews we usually on. Northoris were reviewed on Ferbausy 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.  Sources used to check for new providers/Droctory  **National In	

Radiology and Nuclear Medicine	Cook,Koochiching,Lake,St. Louis	The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitan area is Duluth. HealthPartners contracts with all known providers in this area. Members have access to the closest available providers.  HealthPartners also supports the use of telemedicine in these areas where no providers are physically present.  The following websites were searched for additional providers: http://mhcpproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we feet these are good sources for identification of new providers. If new providers are identified, the information would be forwarded to the contracting department so new contracts could be pursued.  Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.  ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health and St. Luke's Hospital & Clinics. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.  Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.  Sources used to check for new providers/locations Healthgrades  Medicare Physician Compare  Minnesota Health Care Programs Provider Directory  National Institute of Health US National Library of Medicine MedlinePlus Directories  New providers identified.	
Reconstructive Surgery	Becker, Beltrami, Big Stone, Cass, Chippewa, Clearwater, Cook, Gr ant, Hubbard, Itasca, Jackson, Koochiching, L ac Qui Parie, Lake, Lake Of The Woods, Lincoin, Lyon, Mahnomen, Marshali, Murray, Nobles, Otter Tail, Pennington, Polk, Pope, Red Lake, Roseau, St. Louis, Stevens, Swift, Traverse, Wilkin, Yellow Medicine	Intese counties are primarily rural and have small populations. Due to the smaller community size, the hospitals and clinics in these areas don't have the technology or equipment to handle complex procedures or specialized services. Patients have to travel to providers in the larger metropolitan areas where specialty providers work in large facilities where the technology and equipment needed for complex cases are available.  There is a limited number of Reconstructive Surgery providers in the state; the metropolitan areas of St. Paul/Minneapolis, St. Cloud, Duluth, Moorhead/Fargo/Grand Forks or Sloux Falls, SD. have services available through large care systems and consultations are also available through telemedicine.  There are no additional providers available within the 60 mile requirement that are closer than those that are already part of our network.  The following additional websites were searched for available providers: http://mhcpproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/physiciancompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of new providers.  If new providers are identified, the information is forwarded to the contracting department so they can pursue a contract.  HealthPartners communicates routinely with providers through our newsletter every other month with reminders to keep information regarding their locations and providers up to date. Member complaints regarding access to care are monitored on a monthly basis. If trends in complaints regarding access to a particular type of provider are identified, the contracting department is notified and when new providers are identified, a contract is pursued.  Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers as they are identified. ENROLLEE ACCESS TO SERVICES IN 2020:  Referral to metropolitan area clinics and facilities  Complex Reconstructive Surgergy services are performed at larger metropolitan	

For additional rows, please see the "Additional" tab of this document. DO NOT add rows to this sheet.

For all reason codes, carriers must demonstrate with specific data that geographic access standards cannot be met. Carriers must state what steps were and will be taken to address network inadequacies (MN Statutes § 62K.10, subdivision 5).

# Allowable Waiver Reason Codes and Guidelines for Initial Approval

Applications to waive the requirements in Minnesota Statutes 62K.10 Subd. 2 or 3 must fit one of the following reason codes. Waivers automatically expire after one year. The commissioner shall only approve a subsequent waiver application that satisfies the requirements in Minnesota Statutes 62K.10 Subd. 5, demonstrates that the carrier took the steps it proposed to address network inadequacy, and explains why the carrier continues to be unable to satisfy the requirements.

### Reason Code 1:

Carrier has conducted a search for providers and determined that, for each county in the plan service area, there are no providers physically present of the type requested in the waiver

### Carriers must:

- Provide a description of physical geography and/or other factors that affect the location of providers (as relevant)
- 2. Demonstrate consultation of at least two provider directories and/or data sources. Provide a description of the provider directories and/or data sources consulted,

including a brief explanation of why the sources are believed to be accurate and complete. Examples of acceptable provider directories and data sources include, but are not limited to:

- NPPES NPI Registry
- Medicare Physician Compare
- Minnesota Health Care Programs Provider Directory
- Healthgrades
- SAMHSA Behavioral Health Provider Directories
- National Institute of Health (NIH) U.S. National Library of Medicine MedlinePlus Directories
- Quest Analytics
- 3. For Primary Care, Pediatric Services (Primary Care), General Hospital and Mental Health provider types:
  - State the total number and percentage of estimated enrollees affected in the county not meeting the geographic standard as of the submission date of waiver. Select only one county per line.
  - State how access will be provided for this provider type for enrollees of the affected county.
    - For example, does the carrier provide transportation services/vouchers, in-home care options, virtual care services, and/or telemedicine services?
      - If, in its waiver application, a health carrier demonstrates to the commissioner that there are no providers of a specific type or specialty in a county, the commissioner may approve a waiver in which
      - the health carrier is allowed to address network inadequacy in that county by providing for patient access to providers of that type or specialty via telemedicine
    - ii. If telemedicine is used to provide access:
      - These services must meet the definition of "telemedicine" in Minnesota Statutes
        - 62A.671, subdivision 9.
      - 2. Carrier must describe the extent to which telemedicine services are available
      - a. How many network providers of the impacted provider type have contracts to conduct/provide telemedicine services?
- 4. Describe how they will assess the availability of providers who begin practice in the service area where the standard cannot currently be met and agree to conduct this assessment quarterly
  - a. Assessment of availability must include consultation of at least two provider directories and/or data sources, as described in item 2, above

### Reason Code 2:

Provider does not meet carrier's credentialing requirements.

### Carriers must:

- Cite the reason(s) provider does not meet credentialing requirements
- 2. For Primary Care, Pediatric Services (Primary Care), General Hospital, and Mental Health provider types
- a. State the total number and percentage of estimated enrollees affected in the county not meeting the geographic standard as of the submission date of waiver. Select only one county per line.
- 3. State how access will be provided for this provider type for enrollees of the affected county. For example, does the carrier allow enrollees to receive out-of-network
  - care at in-network rates, provide transportation services/vouchers, in-home care options, virtual care services, and/or telemedicine services?
    - If telemedicine is used to provide access:
      - These services must meet the definition of "telemedicine" in Minnesota Statutes 62A,671, subdivision 9
      - 2. Carrier must describe the extent to which telemedicine services are available
        - a. How many network providers of the impacted provider type have contracts to conduct/provide telemedicine services?

Carrier has made a good faith effort to contract with provider and provider has refused to accept a contract.

# Carriers must:

- Cite the reason(s) provider state(s) for refusing contract(s)
- 2. For Primary Care, Pediatric Services (Primary Care), General Hospital and Mental Health provider types
  - a. State the total number and percentage of estimated enrollees affected in the county not meeting the geographic standard as of the submission date of waiver. Select only one county per line.
- 3. State how access will be provided for this provider type for enrollees of the affected county. For example, does the carrier allow enrollees to receive out-of-network
  - care at in-network rates, provide transportation services/vouchers, in-home care options, virtual care services, and/or telemedicine services?
    - If telemedicine is used to provide access:
      - These services must meet the definition of "telemedicine" in Minnesota Statutes
      - 62A,671, subdivision 9
      - Carrier must describe the extent to which telemedicine services are available
        - a. How many network providers of the impacted provider type have contracts to conduct/provide telemedicine services?

### Reason Code 4:

Network is an Accountable Care Organization (ACO) or Narrow Network.

- Specify the network structure: Accountable Care Organization (ACO) or Narrow Network
  - a. If the network is an ACO, provide a brief description of the major health systems participating in the network
  - If the network is a narrow network, describe the features of the network that restrict access
- For both ACOs and Narrow Networks, state what percentage of available Primary Care, Pediatric Services (Primary Care), General Hospital,
- and Mental Health providers are included in the county and of the provider type for which a waiver is requested
- 2. State what, if any, steps are taken to inform enrollees of restricted access 3. State the total number of estimated enrollees in the network as of the submission date of the waiver
- 4. State why the geographic access standards cannot be met. Explain why full geographic access is not possible with this network design 5. State how access will be provided for this provider type for the enrollees of the affected county. For example, does the carrier allow enrollees to receive out-of-network
- care at in-network rates, provide transportation services/vouchers, in-home care options, virtual care services, and/or telemedicine services?
  - If telemedicine is used to provide access:
    - 1. These services must meet the definition of "telemedicine" in Minnesota Statutes
    - 62A 671 subdivision 9
    - 2. Carrier must describe the extent to which telemedicine services are available
      - a. How many network providers of the impacted provider type have contracts to conduct/provide telemedicine services?

- 6. For Primary Care. Pediatric Services (Primary Care), General Hospital and Mental Health provider types,
  - State the total number and percentage of estimated enrollees affected in the county not meeting the geographic standard as of the submission date of waiver. Select only one county per line.
  - State the estimated percentage of area in that county that is not covered

# Allowable Waiver Reason Codes and Guidelines for Subsequent Approval (Renewals)

In accordance with 62K.10 Subd. 5 (d), waivers will automatically expire after one year.

Carriers seeking identical, subsequent waivers for plan year 2022 will be required to show steps taken to address network inadequacies in plan year 2021 (see below).

### Reason Code 1:

Carrier has conducted a search for providers and determined that, for each county in the plan service area, there are no providers physically present of the type requested in the waiver.

- 1. Meet all of the requirements set forth for initial approval
   2. Provide a description of how access was provided for affected enrollees in the previous approval year.
- 3. Show evidence of quarterly efforts to assess provider availability throughout the last calendar year. Did new providers become available in affected areas? If so, describe any efforts to pursue contracts. If new providers became available and new contracts were not pursued, explain why.

### Reason Code 2:

Provider does not meet carrier's credentialing requirements.

## Carriers must:

- 1. Meet all of the requirements set forth for initial approval
- Provide a description of how access was provided for affected enrollees in the last approval year

Carrier has made a good faith effort to contract with provider and provider has refused to accept a contract.

- Carriers must:

  1. Meet all of the requirements set forth for initial approval
- Provide a description of how access was provided for affected enrollees in the last approval year

### Reason Code 4:

Network is an Accountable Care Organization (ACO) or Narrow Network.

### Carriers must:

- Meet all of the requirements set forth for initial approval
- 2. Provide a description of how access was provided for affected enrollees in the last approval year

# 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 possible above, and that if providers become available in the service area, carrier will make a good faith effort to contract with said providers.

merciel 05/20/21 Martin Michael, HealthPartners Data signed

Sr Director Provider Relations & Network Mgmt

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Provider Type	County	eason Co	Notes	Affected Enrollees*	Percent Total Enrollees Affected	Percent Not Covered*	Percent Available Providers Included in Network
Provider Type  SUD (Chemical Dependency) - Outpatient	Klitson,St. Louis  Boltrami,Big	eason Co	Notes  The northeast area of the state is rural and its geography is made up of the Boundary Waters Cance Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitan area is Duluth. HealthPartners contracts with all known providers in this area. Members have access to the closest available providers.  HealthPartners also supports the use of telemedicine in these areas where no providers are physically present.  The following websites were searched for additional providers. HealthPartners contracts with requent data updates so we feel these are good sources for identification of new providers. If new providers are identified, the information would be forwarded to the contracting departments one contracts could be pursued.  Gage will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.  The northeast area of the state is rural and its geography is made up of the Boundary Waters Cance Area (BWCA), national forests and also, and is passely populated. The closest methopalian area is Duluth. HealthPartners contracts with all known providers in this area. Member have access to the closest available providers.  HealthPartners also supports the use of telemedicine in these areas where no providers are physically present.  The following websites were searched for additional providers: http://mhcpproviderdirectory.dhs. state mn.us/ and https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of new providers. If new providers are identified, the information would be forwarded to the contracting department so new contracts could be pursued.  Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.  EINROLLEE ACCESS TO SERVICES IN 2020:  Provider clinics or outreach locations  For office visits, consultations (including pre and post-op visits) or telemedicine visits, l	Affected Enrollees*	Percent Total Enrollees Affected	Percent Not Covered*	Percent Available Providers Included in Network
SUD (Chemical Dependency) - Inpatient	Stone, Clearwater Chippews, Cook, Hubbard, Jackson, Kittson, Koochiching, Jac Guiller, Grand,	f	The following websites were searched for additional providers http://mhcpproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/providercompare/. These are websites updated by operament sources with frequent data updates so we feel these are good sources for identification of new providers. If new providers are identified, the information would be forwarded to the contracting department so new contracts could be pursued.  Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.  The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and takes, and is sparsely populated. The closest metropolitian area is Duluth. Health-Partners contracts with all known providers in this area. Members have access to the closest available providers.  Health-Partners also supports the use of telemedicine in these areas where no providers are physically present.  The following websites were searched for additional providers: http://mhcpproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of new providers. If new providers are identified, the information would be forwarded to the contracting department so new contracts could be pursued.  Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.				
Thoracle Surgery	Becker, Beltrami, Big Stone, Brown, Cass, Chippewa, Clearwater, Cook, Cottonwood, Grant Hubbard, Ilasca, Jackson, N. Kitson, Koochiching, Lac Qui Parle, Lake, Lake Off The Woods, Lincoln, Lyon, Mahnom en, Marshall, Murray, Otter Tail, Pennington, Polik, Pope, Re Lake, Redwood, Renville, Rosea u, St. Wilkin, Yellow Medicine	,	ENROLLEE ACCESS TO SERVICES IN 2020: These counties are primarity rural and have small populations. Due to the smaller community size, the hospitals and clinics in these areas don't have the technology or equipment to handle complex procedures or specialized services. Patients have to travel to providers in the larger metropolitian areas where specialty providers work in large facilities where the technology and equipment needed for complex cases are available.  There is a limited number of Thoracic Surgery providers in the state; the metropolitian areas of St. Pauliflinneapolis, St. Cloud, Dututh, Moorhead/Fargo/Grand Forks or Sioux Falls, SD, have services available through large care systems and consultations are also available through telemedicine.  There are no additional providers available within the 60 mile requirement that are closer than those that are already part of our network.  The following additional websites were searched for available providers. http://mhopproviderdirectory.dhs.state.mm.us/and https://www.medicare.gov/physiciancompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of new providers.  If new providers are identified, the information is forwarded to the contracting department so they can pursue a contract.  Health Partners communicates routinely with providers through our newsletter every other month with reminders to keep information regarding their iocations and providers up to date. Member complaints regarding access to care are monitored on an anomally basis. If tends in complaints regarding access to care are monitored on an onambly basis in frends in complaints regarding access to are are monitored on an anomally assis. If tends in complaints regarding access to care are monitored on an anomally assis. If tends in complaints regarding access to care are monitored on an anomally assis. If tends in complaints regarding access to care are monitored on an anomally assis. If tends in complaints r				

Urology	Cook	f	The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitian area is Duluth. HealthPartners contracts with all known providers in this area. Members have access to the closest available providers.  HealthPartners also supports the use of telemedicine in these areas where no providers are physically present.  The following websites were searched for additional providers: http://imhcpproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of mey provider. If mey providers are identified, the information would be forwarded to the contracting department so new contracts could be pursued.  Saps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.  ENROLLEE ACCESS TO SERVICES IN 2020:  Provider clinics or outreach locations for office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Sanford Health, St. Luke's Hospital & Clinics and Essentia Health. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.  Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.  Sources used to check for new providers/locations  Healthgrades  Network Review Medicare Physician Compare  North Conducted the programs Provider Directory  National Institute of Health US National Library of Medicine MedlinePlus Directories  New providers were identified.				
Vascular Surgery	Beltrami,Brown,Cook,Kittson, Koochiching,Lake,Lake Of The Woods,Redwood,Roseau,St. Louis	,	These counties are primarily rural and have small populations. Due to the smaller community size, the hospitals and clinic is in these areas don't have the technology or equipment to handle complex procedures or specialized services. Patients have to travel to providers in the larger metropolitan areas where specialty providers work in large facilities where the technology and equipment needed for complex cases are available.  There is a limited number of Vascular Surgery providers in the state; the metropolitan areas of St. Paul/Minneapolis, St. Cloud, Duluth, Moorhead/Fargo/Grand Forks or Sloux Falls, SD. have services available through large care systems and consultations are also available through telemedicine.  There are no additional providers available within the 60 mile requirement that are closer than those that are already part of our network.  The following additional websites were searched for available providers: http://mhcpproviderdirectory.dhs.state.mn.us/ and https://www.medicane.gov/physiciancompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of new providers.  If new providers are identified, the information is forwarded to the contracting department so they can pursue a contract.  Health-Partners communicates routinely with providers through our newsletter every other month with reminders to keep information regarding their locations and providers up to date. Member complaints regarding access to a particular type of provider are identified, the contracting department is notified and when new providers are identified, a contract is pursued.  Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers as they are identified.  ENROLLEE ACCESS TO SERVICES IN 2020: Referral to metropolitan area claims and facilities complex Vascular Surgery services are performed at larger metropolitan care system hospitals and locations. Health-Partners' contracted providers refer their patients				
General Hospital facilities	Altkin	ſ	There is a gap in the northeastern part of Altkin County. HealthPartners contracts with all known hospitals in the county. The county is rural, and the hospitals available do not cover the entire area using the 30 mile distance criteria. If members need hospital services, they have to travel more than 30 miles in these areas.  The following websites were searched for additional facilities: http://mhcpprovider/directory dhs.state.mn.us/ and https://www.medicare.gov/hospitalcompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of new facilities. If new facilities are identified, the information would be forwarded to the contracting department so me contracts could be pursued.  Gaps will be monitored on a quarterly basis using the above websites and we will pursue contracts with new facilities if they are identified.  ENROLLEE ACCESS TO SERVICES IN 2020:  Provider clinics or outreach locations for inpatient services, including hospital-based and substance use disorder services, there are large care systems and independent providers who are available to members. Large care systems in the area, who generally have their own hospitals and treatment facilities, include Essentia Health, St. Lukés Hospital and Clinics, and Sanford Health.  Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.  Sources used to check for new providers/locations  *Nestworks Physician Compare  *Minnescha Health Care Programs Provider Directory  *Materials	0	•	o	•

General Hospital fac	ilities Beltrami	There is a gap in the northern part of Beltrami County, HealthPartners contracts with all known hospitals in the county. The county is rural, and the hospitals available do not cover the entire area using the 30 mile distance criteria. If members need hospital services, they have to travel more than 30 miles in these areas.  The following websites were searched for additional facilities: http://mhcpproviderdirectory.dhs.state.mu.sr.  The following websites were searched for additional facilities: http://mhcpproviderdirectory.dhs.state.mu.sr.  The following websites were searched for additional facilities: http://mhcpproviderdirectory.dhs.state.mu.sr.  The following websites were searched for additional facilities are websites updated by government sources with frequent data updates so we feel these are good sources for identification of new facilities. If new facilities are identified, the information would be forwarded to the contracting department so new contracts could be pursued.  Gaps will be monitored on a quarterly basis using the above websites and we will pursue contracts with new facilities if they are identified.  ENROLLEE ACCESS TO SERVICES IN 2020:  Provider clinics or outreach locations  For inpatient services, including hospital-based and substance use disorder services, there are large care systems and independent providers who are available to members. Large care systems in the area, who generally have their own hospitals and treatment facilities, include Essentia Health, Altru Health System and Sanford Health.  Network Review  There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. Health Partners has resumed quarterly monitoring in 2021.  Sources used to check for new providers/locations  Healthgrades  Medicane Physician Compare  Minosotal Health Care Programs Provid	, ,	7	50	160
General Hospital fac	ilities Cass	Cass County is located in the North Central part of Minnesota and contains a portion of Chippewa National Forest, Foot Hills State Park and numerous lakes. It is also the home of part of the Leech Lake Indian Reservation. The Reservation covers 30-35% of Cass County — primarily the northwest part of the county.  There is a gap in the central part of Cass County for hospital services. HealthPartners does not have a contract with the Cass Lake Hospital located in this part of the county. HealthPartners contacts this provider on an annual basis to offer a contract with the Cass Lake Hospital located in this part of the county. HealthPartners contacts this provider on an annual basis to offer a contract with the Cass Lake Hospital located in this part of the connocraticated satus and pays claims from this provider facility. HealthPartners allows members to access the facility regardless of their non-contracted satus and pays claims from this provider at in network benefit levels.  The following websites were searched for additional facilities: http://rincpprovider/irectory.dhs.state.mn.us/ and https://www.medicare.gov/inospitalcompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of new facilities. If new facilities are identified, the information would be forwarded to the contracting department so new contracts could be pursued.  Gaps will be monitored on a quarterly basis using the above websites and we will pursue contracts with new facilities if they are identified.  ENROLLEE ACCESS TO SERVICES IN 2020:  Provider clinics or outreach locations  For inpatient services, including hospital-based and substance use disorder services, there are large care systems and independent providers who are available to members. Large care systems in the area, who generally have their own hospitals and treatment facilities, include Essentia Health, St. Luke's Hospital and Clinics and Sanford Health.  Network Review  There were two reviews of our	, ,		15	160
General Hospital fac	ilities Clearwater	There is a gap in the northern part of Clearwater County. Health Partners contracts with all known hospitals in the county. The county is rural, and the hospitals available do not cover the entire area using the 30 mile distance criteria. If members need hospital services, they have to travel more than 30 miles in these areas.  The following websites were searched for additional facilities: http://mhcpproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/hospitalcompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of new facilities. If new facilities are identified, the information would be forwarded to the contracting department so new contracts could be pursued.  Gaps will be monitored on a quarterly basis using the above websites and we will pursue contracts with new facilities if they are identified.  ENROLLEE ACCESS TO SERVICES IN 2020:  Provider clinics or outreach locations  For inpatient services, including hospital-based and substance use disorder services, there are large care systems and independent providers who are available to members. Large care systems in the area, who generally have their own hospitals and treatment facilities, include Essentia Health, Altru Health System and Sanford Health.  Network Review  There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthParthers has resumed quarterly monitoring in 2021.  Sources used to check for new providers/locations  • Healthgrades  • Medicare Physician Compare  • Minnescota Health Care Programs Provider Directory  • National Institute of Health US National Library of Medicine MedlinePlus Directories  New providers identified  No additional providers were identified.	0		o	•

General Hospital facilities	Cook	There is a gap in the western and eastern part of Cook County. The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. HealthPartners contracts with all known facilities in this area. Available facilities on to ceve the entire area using the 50 mile distance crieria. If members need hospital services, they have to travel more than 30 miles in these areas.  The following websites were searched for additional facilities: http://mhcpproviderdirectory.dhs. state mr. usl and https://www.medicare.gov/hospitalcorrapare/. These are websites updated by government sources with frequent data updates so we feel these are good occurses for identification of new facilities. In few facilities are identified, the information would be forwarded to the contracting department so new contracts could be pursued.  Gaps will be monitored on a quarterly basis using the above websites and we will pursue contracts with new facilities if they are identified.  ENROLLEE ACCESS TO SERVICES in 2020:  Provider Cinicisor outerach locations  For inpatient services, including hospital-based and substance use disorder services, there are large care systems and independent providers who are available to members. Large care systems in the area, who generally have their own hospitals and treatment facilities, include Essentia Health, St. Luke's Hospital and Clinics and Sanford Health.  Network Review  There were box reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to morbios.  Sources used to check for new providers/locations  Healthpraces  Medicare Physicia Company  Medicare Phy
General Hospital facilities	Itasca	There is a gap in the northwestern part of Itasca County. Health Partners contracts with all known hospitals in the county. The county is rural, and the hospitals evaluable do not cover the entre area using the 30 mile distance criteria. If members need hospital services, they have to travel more than 30 miles in these areas.  The following websites were searched for additional facilities: http://mhcpproviderdirectory.dhs.state.mn.ua/ and https://www.medicare.gov/hospitalcompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of new facilities in the validations of experiments. If new facilities are identified, the information would be forwarded to the contracting department so new contracts could be pursued.  Gaps will be monitored on a quarterly basis using the above websites and we will pursue contracts with new facilities if they are identified.  ENROLLEE ACCESS TO SERVICES IN 2020:  Provider clinics or outreach locations For inpatient services, including hospital-based and substance use disorder services, there are large care systems and independent providers who are available to members. Large care systems in the area, who generally have their own hospitals and treatment facilities, include Essentia Health, St. Luke's Hospital and Clinics and Sainford Health.  Network Review There were two reviews of our network conducted in 2020 instead of quarterly will be considered on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. Health/Partners has resumed quarterly monitoring in 2021.  Sources used to check for new providers/locations.  Healthgrades Health Care Programs Provider Directory Minnesotal Health Care Programs Provider Directory National Institute of Health US National Library of Medicine MedilinePlus Directories  New providers identified.
General Hospital facilities	Koochiching	There is a gap in the western part of Koochiching County. Health-Partners contracts with all known hospitals in the county. The county is rural, and the hospitals on not cover the entire area using the 30 mile distance criteria. If members need hospital services, they have to travel more than 30 miles in these areas.  The following websites were searched for additional facilities: http://mhopproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/hospitalcompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of new facilities. If new facilities are identified, the information would be forwarded to the contracting department so new contracts could be pursued.  Gaps will be monitored on a quarterly basis using the above websites and we will pursue contracts with new facilities if they are identified.  ENROLLEE ACCESS TO SERVICES IN 2020:  Provider clinics or outreach locations For inpatient services, including hospital-based and substance use disorder services, there are large care systems and independent providers who are available to members. Large care systems in the area, who generally have their own hospitals and treatment facilities, include Essentia Health, St. Luke's Hospital and Clinics and Sainford Health.  Network Review There were two reviews of our network conducted in 2020 instead of quarterly where the conducted for quarterly reviews on the providers/bocations.  Healthgradies  Healthgradies Health Care Programs Provider Directory Nitroscala Health US National Library of Medicine MedilinePlus Directories  New providers identified No additional providers were identified.

General Hospital facilities	Lake	There is a gap in the eastern part of Lake County, HealthPartners contracts with all known hospitals in the county. This makes, and is spannely populated. The hospitals available do not cover the entire area using the 30 mile distance criteria. If members need hospital services, they have to travel more than 30 miles in these areas using the 30 mile distance criteria. If members need hospital services, they have to travel more than 30 miles in these areas exceed for additional facilities: http://mhcpproviderdirectory.dhs.state.mn.us/ and https://www.medicane.gov/hospitalcompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification from the reliables. If new facilities is reliabled, the information would be forwarded to the contracting department so new contracts could be pursued.  Gaps will be monitored on a quarterly basis using the above websites and we will pursue contracts with new facilities if they are identified.  ENROLLEE ACCESS TO SERVICES IN 2020:  Provider clinics or outreach locations For in patient services, including hospital-based and substance use disorder services, there are large care systems and independent providers services. Including hospital-based and substance use disorder services, there are large care systems and independent providers services. Including hospital-based and substance use disorder services, there are large care systems and independent providers services. Including hospital-based and substance use disorder services, there are large care systems and independent providers services. Including hospital-based and substance use disorder services, there are large care systems and independent providers services. Including hospital-based and substance use disorder services, there are large care systems and independent providers services. Including hospital-based and substance use disorder services, there are large care systems and independent providers services. Including hospital-based and substance use
General Hospital facilities	Lake Of The Woods	There is a gap in the northern and southwestern part of Lake of the Woods County, HeatthPartners contracts with all known hospitals in the country. The country is rural, and the hospitals available do not cover the entire area using the 30 mile distance orteria. If members need hospital services, they have to travel more than 30 miles in these areas.  The following websites were searched for additional facilities. http://mtcpgrovivsderdirectory.dhs. state.mr.us/ and thtps://www.medicare.gov/inospitalcompare*. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification on few facilities. It new facilities are identified, the information would be forwarded to the contracting department so new contracts could be pursue.  Gaps will be monitored on a quarterly basis using the above websites and we will pursue contracts with new facilities if they are identified.  ENROLLEE ACCESS TO SERVICES IN 2020:  Provider clinics or outreach locations For inpatient services, including hospital-based and substance use disorder services, there are large care systems and independent providers who are available to members. Large care systems in the area, who generally have their own hospitals and treatment facilities, include Essential Health, Alth Velandith System and Clinics and Sanford Health.  Network Review: There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. Health-garters has resumed quarterly monitoring in 2021.  Sources used to check for new providers/locations  Healthgrades Modicare Physician Compare  Modi
General Hospital facilities	Marshall	There is a gap in the cestorn part of Marshall County, Health-Partners contracts with all known hospitals in the county. The county is rural, and the hospitals evidable do not cover the entire area using the 30 mile distance criteria. If members need hospital services, they have to travel more than 30 miles in these area.  The following websites were searched for additional facilities: http://mhcpproviderdirectory.dhs.state.mn.us/ and https://www.medicane.gov/hospitalcompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of new facilities. If new facilities are identified, the information would be forwarded to the contracting department so new contracts could be pursued.  Gaps will be monitored on a quarterly basis using the above websites and we will pursue contracts with new facilities if they are identified.  ENROILLEE ACCESS TO SERVICES IN 2020:  Provider clinics or outreach locations  For inpatient services, including hospital-based and substance use disorder services, there are large care systems and independent providers who are available to members. Large care systems in the area, who generally have their own hospitals and treatment facilities, include  Essentia Health, Alto Health System and Clinics and Sanford Health.  Network Review  There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. Health-Partmers has resumed quarterly monitoring in 2021.  Sources used to check for new providers/focations  New providers identified.

General Hospital facilities	Roseau	There is a again the southwestern part of Roseau County. HealthPartners contracts with all known hospitals in the county. The county is rural, and the hospitals available do not cover the entire area using the 30 mile distance criteria. If members need hospital services, they have to traver more than 30 miles in these areas.  The following websites were searched for additional facilities: http://mch.porovider.forectory.th. state. mr. usi and https://www.mcdcare.gov/hespitalicoraparal. These are websites updated by ogenerane sources with frequent data updates so we feel these are good sources for identification of new facilities are identified, the information would be forwarded to the contracting department so new contracts could be pursued.  Gaips will be monitored on a quarterly basis using the above websites and we will pursue contracts with new facilities if they are identified.  ENROLLEE ACCESS TO SERVICES IN 2020:  Provider clinics or outreach bosolicons For inpatient services, including hospital-based and substance use disorder services, there are large care systems and independent providers who are available to members. Large care systems in the area, who generally have their own hospitals and treatment facilities, include Easentia Health, Aftru Health System and Clinics and Sanford Health.  Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and again March 1, 2021 for 2022 relevorks. Health Partners has resumed quarterly monitoring in 2021.  Sources used to check for new providers/focations Healthgrades Medicare Physician Compare Minnescal Health Care Programs Provider Directory National Institute of Health US National Library of Medicine MedinePlus Directories  New providers identified.
General Hospital facilities	St. Louis	There is a gap in the northern part of St. Louis County, HealthPartners contracts with all known hospitals in the county. The county is rural, and the hospitals available do not cover the entire area using the 30 mile distance criteria. If members need hospital services, they have to travel more than 30 miles in these areas.  The following websites were searched for additional facilities: http://mhcpproviderdirectory.dns. state mn.us/ and https://www.medicare.gov/hospitalcompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of new facilities are identified, the information would be forwarded to the contracting department so new contracts could be pursued.  Gaps will be monitored on a quarterly basis using the above websites and we will pursue contracts with new facilities if they are identified.  ENROLLEE ACCESS TO SERVICES IN 2020:  Provider clinics or outheach locations For in patient services, including hospital-based and substance use disorder services, there are large care systems and independent providers who are available to members. Large care systems in the area, who generally have their own hospitals and treatment facilities, include Essential Health, St. Lucke's Hospital and Citics and Sainfort Health.  Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. Health Patriens has resumed quarterly monitoring in 2021.  Sources used to check for new providers/locations  Healthgrades  Healthgrades  New providers identified.
Primary Care providers	Beltrami	There is a gap in the northern part of Beltram (Courty, Health Partners contracts with all known providers on in this currely provides available do not cover the enthr area using the 30 mile distance criteria. Members in this area generally have to drive more than 30 miles to a provider.  Health Partners also supports the use of telemedicine in these areas where no providers are physically present. Health Partners has contracts with muttiple telemedicine groups who provided additional access to primary care services if needed. There are approximately 5300 providers available.  The following websites were searched for additional primary care providers: http://mhcpproviderdirectory dhs.state mn.usl and https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of additional providers. If new providers are identified, the information would be forwarded to the contracting department so new contracts could be pursued.  Gaps will be monitored on a quarterly basis using the above websites and we will pursue contracts with additional providers if they are identified.  ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outleweb locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health and Altru Health System. In addition to the large care systems own locations, they often provide outreach services at smaller provider groups in the area.  Network Review  There were how reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually on Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. Health Partners has resumed quarterly monitoring in 2021.  Sources used to check for new providers Directory  Network Review Contracting of Health and State of

		There is a gap in all of Cook County except the southern corner. The northeast area of the state is rural and its geography is made up o Boundary Waters Cance Avea (BWCA), national forests and lakes, and is sparsely populated. HealthPartners contracts with all known providers in this county. The county is rural, and the primary care providers available do not cover the entire area using the 30 mile districties. All methors in this area generally have to drive more than 30 miles to a provider.	n l
		HealthPartners also supports the use of telemedicine in these areas where no providers are physically present. HealthPartners has cor with multiple telemedicine groups who provide additional access to primary care services if needed. There are approximately 5300 prov available.	
		The following websites were searched for additional primary care providers: http://mhcpproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we fee are good sources for identification of additional providers. If new providers are identified, the information would be forwarded to the control department so new contracts could be pursued.	27 900 90 90 900 100 lel these tracting
		Gaps will be monitored on a quarterly basis using the above websites and we will pursue contracts with additional providers if they are identified.	
Primary Care providers	Cook	Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia H Sanford Health and St. Luke's Hospital & Clinics. In addition to the large care system's own locations, they often provide outreach ser at smaller provider orous in the area.	Health, arvices
		Network Review  There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 2022 networks. Health Partners has resumed outarterly monitoring in 2021.	ble to 21 for
		Sources used to check for new providers/locations - Healthorades	
		Medicare Physician Compare     Minoscota Health Care Programs Provider Directory     National Institute of Health US National Library of Medicine MedlinePlus Directories	
		There is a gap in eastern Lake County. The northeast area of the state is rural and its geography is made up of the Boundary Waters Ca Area (BWCA), national forests and lakes, and is sparsely populated. HealthPartners contracts with all known providers in this county.	Canoe The
		county is rural, and the primary care providers available do not cover the entire area using the 30 mile distance criteria. Members in this generally have to drive more than 30 miles to a provider. HealthPartners contracts with all known providers o in this county. The count rural, and the primary care providers available do not cover the entire area using the 30 mile distance criteria. Members in this area get	nis area nty is
		have to drive more than 30 miles to a provider.  HealthPartners also supports the use of telemedicine in these areas where no providers are physically present. HealthPartners has core with multiple telemedicine groups who provide additional access to primary care services if needed. There are approximately 5300 prov	ontracts
		available.  The following websites were searched for additional primary care providers: http://mhcpproviderdirectory.dhs.state.mn.us/ and	
		https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we fee are good sources for identification of additional providers. If new providers are identified, the information would be forwarded to the contribution of the providers are identified, the information would be forwarded to the contribution of the providers are identified, the information would be forwarded to the contributions.	tracting
Primary Care providers	Lake	Gaps will be monitored on a quarterly basis using the above websites and we will pursue contracts with additional providers if they are identified.	
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		Network Review  There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 2022 networks. Health Partners has resumed quarterly monitoring in 2021.	ble to 21 for
		Sources used to check for new providers/locations  • Healthgrades  • Medicare Physician Compare  • Minesota Health Care Programs Provider Directory	
		There is a gap in northern and southwestern Lake of the Woods County. Health-Partners contracts with all known providers o in this cou. The county is rural, and the primary care providers available do not cover the entire area using the 30 mile distance criteria. Members is area generally have to drive more than 30 miles to a provider.	xunty. In this
		HealthPartners also supports the use of telemedicine in these areas where no providers are physically present. HealthPartners has cor with multiple telemedicine groups who provide additional access to primary care services if needed. There are approximately 5300 prov available.	ontracts violens
		The following websites were searched for additional primary care providers: http://mhcpproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we fee are good sources for identification of additional providers. If new providers are identified, the information would be forwarded to the contribution of the contribution of the contribution of the pursued.	rel these dracting
		Gaps will be monitored on a quarterly basis using the above websites and we will pursue contracts with additional providers if they are identified.	
Primary Care providers	Lake Of The Woods	PROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia H Sanford Health and Altru Health System. In addition to the large care system's own locations, they often provide outreach services at s provider groups in the area.	Health, smaller
		Network Review  There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 2022 networks. Health Partners has resumed quarterly monitoring in 2021.	ble to 21 for
		Sources used to check for new providers/locations  - Healthgrades  - Medicare Physician Compare  - Minnesota Health Care Programs Provider Directory	
		Minnesora Hearm Care Programs Provisor Unectory     National Institute of Health US National Library of Medicine MedlinePlus Directories  New providers identified	
		New providers identified	

				There is a gap in eastern Marshall County. HealthPartners contracts with all known providers o in this county. The county is rural, and the primary care providers available do not cover the entire area using the 30 mile distance criteria. Members in this area generally have to drive more than 30 miles to a provider.				
				HealthPartners also supports the use of telemedicine in these areas where no providers are physically present. HealthPartners has contracts with multiple telemedicine groups who provide additional access to primary care services if needed. There are approximately 5300 providers				
				available.  The following websites were searched for additional primary care providers: http://mhcpproviderdirectory.dhs.state.mn.us/ and	0	o	0	0
				https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of additional providers. If new providers are identified, the information would be forwarded to the contracting department so new contracts could be pursued.				
				Gaps will be monitored on a quarterly basis using the above websites and we will pursue contracts with additional providers if they are identified.				
Primary Care p	roviders	Marshall	1	ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations				
				For office visits, consultations (including pre and post-go visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health and Altru Health System. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.				
				Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to				
				conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. Health Partners has resumed quarterly monitoring in 2021.				
				Sources used to check for new providers/locations  - Healthgrades  - Medicare Physician Compare				
				Minnesota Health Care Programs Provider Directory     National Institute of Health US National Library of Medicine MedlinePlus Directories				
				New providers identified				
				There is a gap in northern and east central St. Louis County. HealthPartners contracts with all known providers o in this county. The county is rural, and the primary care providers available do not cover the entire area using the 30 mile distance criteria. Members in this area generally have to drive more than 30 miles to a provider.				
				Health Partners also supports the use of telemedicine in these areas where no providers are physically present. Health Partners has contracts with multiple telemedicine groups who provide additional access to primary care services if needed. There are approximately 5300 providers				
				available.  The following websites were searched for additional primary care providers: http://mhcpproviderdirectory.dhs.state.mn.us/ and	o	o	0	o
				https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of additional providers. If new providers are identified, the information would be forwarded to the contracting department so new contracts could be pursued.				
				Gaps will be monitored on a quarterly basis using the above websites and we will pursue contracts with additional providers if they are identified.				
Primary Care p	roviders	St. Louis	1	ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations				
				For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include. Essentia Health and St. Luke's Hospital & Clinics. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.				
				Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to				
				conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. Health Partners has resumed quarterly monitoring in 2021.				
				Sources used to check for new providers/locations  - Healthgrades  - Medicare Physician Compare				
				Minnesota Health Care Programs Provider Directory     National Institute of Health US National Library of Medicine MedlinePlus Directories				
				New providers identified  There is a gap in the northern part of Beltrami County. HealthPartners contracts with all known providers in this county. The county is rural.				
				and the mental health providers available do not cover the entire area using the 30 mile distance criteria. Members in this area generally have to drive more than 30 miles to a provider.				
				HealthPartners also supports the use of telemedicine in these areas where no providers are physically present. HealthPartners has contracts with multiple telemedicine groups who provide additional access to mental health services if needed. There are approximately 1500 providers available.				
				The following websites were searched for additional primary care providers: http://mhcpproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we feel these	1	17	50	100
				are good sources for identification of additional providers. If new providers are identified, the information would be forwarded to the contracting department so new contracts could be pursued.				
				Gaps will be monitored on a quarterly basis using the above websites and we will pursue contracts with additional providers if they are identified.				
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				For once visits, consultations (including pre-air post-cip visits) or teerheutine visits, large care systems in the afeat include essential retaint. Sanford Health and Alfru Health. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.				
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				2022 networks. HealthPartners has resumed quarterly monitoring in 2021.				
				Sources used to check for new providers/locations  - Healthgrades  - Medicare Physician Compare				
				Minnesota Health Care Programs Provider Directory     National Institute of Health US National Library of Medicine MedlinePlus Directories				
				New providers identified				

		There is a gap in the northern part of Clearwater County. HealthPartners contracts with all known providers in this county. The county is rural, and the mental health providers available do not cover the entire area using the 30 mile distance criteria. Members in this area generally have to drive more than 30 miles to a provider.  HealthPartners also supports the use of telemedicine in these areas where no providers are physically present. HealthPartners has contracts with multiple telemedicine groups who provide additional access to mental health services if needed. There are approximately 1500 providers available.  The following websites were searched for additional primary care providers: http://mhcpproviderdretory.drbs. state must and https://www.rmedicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of additional providers are identified, the information would be forwarded to the contracting department so new contracts could be pursued.  Gaps will be monitored on a quarterly basis using the above websites and we will pursue contracts with additional providers if they are
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		Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.  Sources used to check for new providers/locations  + Healthgrades  - Medicare Physician Compare  - Minnesota Health Care Programs Provider Directory
		National Institute of Health US National Library of Medicine MedinePlus Directories  New providers identified
		There is a gap in the western part of Cook County. The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. HealthPartners contracts with all known providers in this county. The county is rural, and the mental health providers available do not cover the entire area using the 30 mile distance criteria. Members in this area generally have to drive more than 30 miles to a provider.  HealthPartners also supports the use of telemedicine in these areas where no providers are physically present. HealthPartners has contracts with multiple telemedicine groups who provide additional access to mental health services if needed. There are approximately 1500 providers available.
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		conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. Healthpratners has resumed quarterly monitoring in 2021.  Sources used to check for new providers/locations  + Healthgrades  - Medicare Physician Compare  - Minnesota Health Care Programs Provider Directory  - National Institute of Health US National Library of Medicine MedlinePlus Directories
		There is a gap in the northwestern part of Itasca County, HealthPartners contracts with all known providers in this county. The county is rural, and the mental health providers available do not cover the entire area using the 30 mile distance criteria. Members in this area generally have to drive more than 30 miles to a provider.  HealthPartners also supports the use of telemedicine in these areas where no providers are physically present. HealthPartners has contracts with multiple telemedicine groups who provide additional access to mental health services if needed. There are approximately 1500 providers
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Marco lastin promitive  Micro				the mental health providers available do not cover the entire area using the 30 mile distance criteria. Members in this area generally have to drive more than 30 miles to a provider.  Health Partners also supports the use of telemedicine in these areas where no providers are physically present. Health Partners has contracts with multiple telemedicine groups who provide additional access to mental health services if needed. There are approximately 1500 providers				
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Mental health providers	Lake Of The Woods	There is a gap in the northern and southwestern part of Lake of the Woods County. HealthPartners contracts with all known providers in this county. The county is rural, and the mental health providers available do not cover the entire area using the 30 mile distance criteria. Members in this area generally have to drive more than 30 miles to a provider.  HealthPartners also supports the use of telemedicine in these areas where no providers are physically present. HealthPartners has contracts with multiple telemedicine groups who provide additional access to mental health services if needed. There are approximately 1500 providers available.  The following vebsites were searched for additional primary care providers: http://mhopproviderdirectory, divs. state.m rus/ and thttps://www.medicare.gov/providercomapier/. These are websites updated by government sources with frequent data updates so we feel these are goods ourses for identification and additional providers. If new providers are identified, the information would be forwarded to the contracting department to one wontracts could be pussued.  Gaps will be monitored on a quarterly basis using the above websites and we will pursue contracts with additional providers if they are identified.  ENROLLEE ACCESS TO SERVICES IN 2020:  Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health and Altru Health. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.  Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2020 reviews. Health Partners has restructed quarterly monitoring in 2021.  Sources used to check for new pro
		Healthgrades     Medicare Physician Compare     Minnescta Health Care Programs Provider Directory     Minnescta Health Care Programs Provider Directory     National Institute of Health Stational Library of Medicine MediinePlus Directories  New providers identified  There is a gap in the eastern part of Marshall County. HealthPartners contracts with all known providers in this county. The county is rural,
Mental health providers	Marshall	and the mental health providers available do not cover the entire area using the 30 mile distance criteria. Members in this area generally have to drive more than 30 miles to a provider.  HealthPartners also supports the use of telemedicine in these areas where no providers are physically present. HealthPartners has contracts with multiple telemedicine groups who provide additional access to mental health services if needed. There are approximately 1500 providers available.  The following websites were searched for additional primary care providers: http://mbcpproviderdirectory. this state must and highly were included to additional providers. It rews providers are identified, the information would be forwarded to the contracting department so new contracts could be pursued.  Gaps will be monitored on a quarterly basis using the above websites and we will pursue contracts with additional providers if they are identified.  ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations For office visits, consultations (including pre and poet-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health and Altur Health. In addition to the large care systems own locations, they often provide cultieach services at smaller provider groups in the area.  Network Review  There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 retworks. HealthPartners has resumed quarterly monitoring in 2021.  Sources used to check for new providers/locations Healthgrades Minies of the check for lower providers/locations Healthgrades Minies of the check for lower providers/locations Healthgrades Minies of the check of the ch
Mental health providers	Roseau	New providers identified  There is a gap in the southwestern part of Rouseau County. Health-Partners contracts with all known providers in this county. The county is rural, and the mental health providers available do not cover the entire area using the 30 mile distance criteria. Members in this area generally have to drive more than 30 supports the use of Identification of the search where no providers are physically present. Health-Partners also supports the use of Identification and access to mental health services if needed. There are approximately 1500 providers available.  The following websites were exercised for additional primary care providers: http://imbapproviderdirectory.org dis. status mn use! and https://www.medicane.gov/providercompered. These are websites updated by powrment sources with frequent data updates so we feel these are good sources for identification of additional providers. If new providers are identified, the information would be forwarded to the contracting department so new contracts could be pursued.  Gaps will be monitored on a quarterly basis using the above websites and we will pursue contracts with additional providers if they are identified.  For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health. In addition to the large care systems's own locations, they often provider undersome status of the provider of the provider department on the providers of the provider department on the providers of the provider status of the providers of the provider status of the pro

There is a gap in the northern part of St. Louis County, HealthPartners contracts with all known providers in this county. The county is rural, and the mental health providers available to not cover the entire area using the 30 mile distance criteria. Members in this area generally have to drive more than 30 miles to a provider.  HealthPartners also supports the use of telemedicine in these areas where no providers are physically present. HealthPartners has contracts with multiple telemedicine groups who provide additional access to mental health services if needed. There are approximately 1500 providers available.  The following websites were searched for additional primary care providers: http://mbcpproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of additional providers; if new providers are identified, the information would be forwarded to the contracting department so new contracts could be pursued.  Gaps will be monitored on a quarterly basis using the above websites and we will pursue contracts with additional providers if they are identified.  ENRCLLEE ACCESS TO SERVICES IN 2020:  Provider clinics or outreach locations.  Samford Health and St. Luke's Hospital & Clinics. In addition to the large care system's own locations, they often provider groups in the area.  Network Review  There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having starf or resources available to conduct the quarterly monitoring in 2021.  Sources used to check for new providers/locations.  Healthgrades.  *Medicare Physician Compare*  *Minimoscal Health Care Programs Provider Directory
Minimissola relatin Carle Programs Provider Directory     National Institute of Health US National Library of Medicine MedlinePlus Directories
New providers identified
There is a gap in the northern part of Bettrami County, Health-Partners contracts with all known providers in this county. The county is rural, and the primary care providers available do not cover the entre area using the 30 mile distance criteria. Members in this area generally have to drive more than 30 miles to a provider.  Health-Partners also supports the use of telemedicine in these areas where no providers are physically present. Health-Partners has contracts with multiple telemedicine groups who provide additional process to services if needed. There are a explored providers available.  The following websites were searched for additional primary care providers: http://mhopprovider/deroctory.et. http://mhopprovider/deroctory.et. https://mhopprovideroctory.et. https://mhopprovideroctory.et.html.nc.nc.nc.nc.nc.nc.nc.nc.nc.nc.nc.nc.nc.
There is a gap in all of Cook County except the southern corner. The northeast area of the state is rural and its geography is made up of the Boundary Waters Carne Area (BVCA), national forests and laters, and is sparsely populated. HealthPartners contracts with all known providers are provider. In the state of the

Lake	There is a gap in the eastern part of Lake County. The northeast area of the state is rural and its geography is made up of the Boundary Waters Cance Area (BWCA), national forests and lakes, and is sparsely populated. Health-Partners contracts with all known providers in this county. The county is rural, and the primary care providers available do not cover the entire area using the 30 mile distance criteria. Members in this area generally have to drive more than 30 miles to a provider.  Health-Partners also supports the use of telemedicine in these areas where no providers are physically present. Health-Partners also supports the use of telemedicine groups who provide additional access to services if needed. There are approximately 5300 providers available.  The following websites were searched for additional primary care providers: http://mhcpproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of additional providers. If new providers are identified, the information would be forwarded to the contracting department so new contracts could be pursued.  Gaps will be monitored on a quarterly basis using the above websites and we will pursue contracts with additional providers if they are identified.  FINROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health,
	Sanford Health and St. Luke's Hospital & Clinics. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.  Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. Health Partners has resumed quarterly monitoring in 2021.  Sources used to check for new providers/locations I Healthgrades Medicare Physician Compare Minnesota Health Care Programs Provider Directory National Institute of Health US National Library of Medicine MedlinePlus Directories  New providers identified
Lake Of The Woods	There is a gap in the northern and southwestern parts of Lake of the Woods County, HealthPartners contracts with all known providers in this county. The county is rural, and the primary care providers are using the 30 mile distance criteria. Members in this area generally have to drive more than 30 miles to a provider.  HealthPartners also supports the use of telemedicine in these areas where no providers are physically present. HealthPartners has contracts with multiple telemedicine groups who provide additional access to services if needed. There are approximately 5300 providers available.  The following websites were searched for additional primary care providers. Into //microprovider/oriectory ofts, state mrus/ and https://www.medicare.org/oriector/oriectory.ori
Marshall	There is age in the eastern part of Marshall County. HealthPartners contracts with all known providers in this county. The county is rural, and the primary care providers available do not cover the entre area using the 50 mile distance criteria. Members in this area generally have to drive more than 50 miles to a provider.  HealthPartners also supports the use of telemedicine in these areas where no providers are physically present. HealthPartners has osupports the use of telemedicine in these areas where no providers are physically present. HealthPartners has osupports the use of telemedicine in these areas where no providers are approximately 5500 providers available.  The following websites were searched for additional primary care providers: http://mhcpproviderdirectory.dhs. state.mn.us/ and https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we feel these are good course for identification of additional providers. If me providers are identificated of additional providers are identified, the information would be forwarded to the contracting department is new contracts could be primated.  Gaps will be monitored on a quarterly basis using the above websites and we will pursue contracts with additional providers if they are identified.  ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or cutheach lectations.  For office violation including pread post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health and Altru Health. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.  Network Review There were two reviewed of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to the conduction of the conduction of the provider in the pro
	Lake Of The Woods

		There is a gap in the northernmost part of St. Louis County. The northeast area of the state is rural and its geography is made up of the		
		Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. HealthPartners contracts with all known providers in this county. This part of the county is rural, and the pediatric services providers available do not cover the entire area using the 30		
		mile distance criteria. Members in this area generally have to drive more than 30 miles to a provider.		
		HealthPartners also supports the use of telemedicine in these areas where no providers are physically present. HealthPartners has contracts		
		with multiple telemedicine groups who provide additional access to services if needed. There are approximately 5300 providers available.		
		The following websites were searched for additional primary care providers: http://mhcpproviderdirectory.dhs.state.mn.us/ and	0	
		https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we feel these		
		are good sources for identification of additional providers. If new providers are identified, the information would be forwarded to the contracting department so new contracts could be pursued.		
		·		
		Gaps will be monitored on a quarterly basis using the above websites and we will pursue contracts with additional providers if they are identified.		
Pediatric Services Providers	St. Louis	1 ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations		
		Frovince carries of outreach rocardons  For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health,		
	/	Sanford Health and St. Luke's Hospital & Clinics. In addition to the large care system's own locations, they often provide outreach services at		
		smaller provider groups in the area.		
		Network Review		
		There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for		
		2022 networks. HealthPartners has resumed quarterly monitoring in 2021.		
		Sources used to check for new providers/locations		
		Healthgrades		
		Medicare Physician Compare     Minnesota Health Care Programs Provider Directory		
		<ul> <li>National Institute of Health US National Library of Medicine MedlinePlus Directories</li> </ul>		
		New providers identified		
		These counties are primarily rural and have small populations. Due to the smaller community size, the hospitals and clinics in these areas		
		don't have the technology or equipment to handle complex procedures or specialized services. Patients have to travel to providers in the larger metropolitan areas where specialty providers work in large facilities where the technology and equipment needed for complex cases are		
		available.		
		There is a limited number of Colon and Rectal Surgery providers in the state; the metropolitan areas of St. Paul/Minneapolis, St. Cloud,		
		Duluth, Moorhead/Fargo/Grand Forks or Sioux Falls, SD. have services available through large care systems and consultations are also		
		available through telemedicine.		
	Aitkin,Becker,Beltrami,Big	The following additional websites were searched for available providers: http://mhcpproviderdirectory.dhs.state.mn.us/ and		
	Stone,Brown,Cass,Chippewa, Clearwater,Cook,Cottonwood,	https://www.medicare.gov/physiciancompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of new providers.		
	Crow			
	Wing,Grant,Hubbard,Itasca,Ja ckson,Kittson,Koochiching,La	If new providers are identified, the information is forwarded to the contracting department so they can pursue a contract.		
	c Qui Parle,Lake,Lake Of The	HealthPartners communicates routinely with providers through our newsletter every other month with reminders to keep information regarding		
Colon and Rectal Surgery	Woods,Lincoln,Lyon,Mahnom en,Marshall,Murray,Nicollet,N	their locations and providers up to date. Member complaints regarding access to care are monitored on a monthly basis. If trends in complaints regarding access to a particular type of provider are identified, the contracting department is notified and when new providers are		
	obles,Otter	identified, a contract is pursued.		
	Tail,Pennington,Polk,Pope,Re	Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers as they are identified.		
	Lake,Redwood,Renville,Rosea			
	u,St. Louis,Sibley,Stevens,Swift,Tra	ENROLLEE ACCESS TO SERVICES IN 2020: Referral to metropolitan area clinics and facilities		
	verse, Wilkin, Yellow Medicine	Complex Colon and Rectal Surgergy services are performed at larger metropolitan care system hospitals and locations. HealthPartners'		
		contracted providers refer their patients to metropolitan area providers who have access to large hospital facilities that provide colon and rectal surgery services.		
		Provider clinics or outreach locations  Altru Health System, Sanford Health, St. Luke's Hospital & Clinics, and Essentia Health have satellite locations or provide outreach services at		
		other locations in the region. In addition, telemedicine is an option for office visits, including consultations and post-operative visits.		
		Network Reviews		
		There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to		