

Request for Waiver

Plan Year: **2023**

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* |
|-----------------|-----------------------------------|------------|-----------------------|
| UCare Minnesota | UCare Individual and Family Plans | MNN001 | ACO |
| Name | Title | Date | Enrollees in Network* |
| Missy Bean | Provider Network Analyst Sr | 5/23/2022 | 34247 |

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

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

| Provider Type | County | Reason Code | Notes | Affected Enrollees* | Percent Total Enrollees Affected | Percent Not Covered* | Percent Available Providers Included |
|-----------------------------|------------|-------------|---|---------------------|----------------------------------|----------------------|--------------------------------------|
| General Hospital facilities | Aitkin | 1 | <p>There are network adequacy gaps in the northern counties of Minnesota, even though UCare contracts with all known hospitals and is contracted with Riverwood HealthCare Center in Aitkin, MN. This hospital does not cover the entire geographic area when the 30 mile radiuses are applied. UCare used Medicare's Facility Compare data, Minnesota Health Programs online directory, and online searches to validate all General Hospital Facilities are in our network. Members can receive care that is slightly outside the time and distance standards. This is consistent with the pattern of care within the area.</p> <p>UCare conducts monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on Maximizing our Provider Networks.</p> <p>Throughout the Year, UCare leveraged multiple forms of network intelligence to ensure our network had continued to meet and exceed adequacy standards.</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 27 | 11 | 11 | 100 |
| General Hospital facilities | Beltrami | 1 | <p>There are network adequacy gaps in the northern counties of Minnesota, even though UCare contracts with all known hospitals and is contracted with Sanford Bemidji Medical Center in Bemidji, MN. This hospital does not cover the entire geographic area when the 30 mile radiuses are applied. UCare used Medicare's Facility Compare data, Minnesota Health Programs online directory, and online searches to validate all General Hospital Facilities are in our network. Members can receive care that is slightly outside the time and distance standards. This is consistent with the pattern of care within the area.</p> <p>UCare conducts monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on Maximizing our Provider Networks.</p> <p>Throughout the Year, UCare leveraged multiple forms of network intelligence to ensure our network had continued to meet and exceed adequacy standards.</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 12 | 4 | 4 | 100 |
| General Hospital facilities | Cass | 1 | <p>There are network adequacy gaps in the northern counties of Minnesota, even though UCare contracts with all known hospitals within Cass county. The hospitals do not cover the entire geographic area when the 30 mile radiuses are applied. UCare used Medicare's Facility Compare data, Minnesota Health Programs online directory, and online searches to validate all General Hospital Facilities are in our network. Members can receive care that is slightly outside the time and distance standards. This is consistent with the pattern of care within the area.</p> <p>UCare conducts monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on Maximizing our Provider Networks.</p> <p>Throughout the Year, UCare leveraged multiple forms of network intelligence to ensure our network had continued to meet and exceed adequacy standards.</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 218 | 37 | 37 | 100 |
| General Hospital facilities | Clearwater | 1 | <p>There are network adequacy gaps in the northern counties of Minnesota, even though UCare contracts with all known hospitals and is contracted with Sanford Bagley Medical Center in Bagley, MN. This hospital does not cover the entire geographic area when the 30 mile radiuses are applied. UCare used Medicare's Facility Compare data, Minnesota Health Programs online directory, and online searches to validate all General Hospital Facilities are in our network. Members can receive care that is slightly outside the time and distance standards. This is consistent with the pattern of care within the area.</p> <p>UCare conducts monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on Maximizing our Provider Networks.</p> <p>Throughout the Year, UCare leveraged multiple forms of network intelligence to ensure our network had continued to meet and exceed adequacy standards.</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 0 | 0 | 0 | 100 |

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|------------------------------------|--------------------------|----------|---|-----------|-----------|-----------|------------|
| General Hospital facilities | Cook | 1 | <p>There are network adequacy gaps in the northern counties of Minnesota, even though UCare contracts with all known hospitals within Cook county. Hospitals in this area do not cover the entire geographic area when the 30 mile radiuses are applied. UCare used Medicare's Facility Compare data, Minnesota Health Programs online directory, and online searches to validate all General Hospital Facilities are in our network. Members can receive care that is slightly outside the time and distance standards. This is consistent with the pattern of care within the area.</p> <p>UCare conducts monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on Maximizing our Provider Networks.</p> <p>Throughout the Year, UCare leveraged multiple forms of network intelligence to ensure our network had continued to meet and exceed adequacy standards.</p> <p>In Quarter 3-2021; Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021; Studied Out of Network request trends In Quarter 1-2022; Examined Non-Participating Claims In Quarter 2-2022; Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 20 | 12 | 12 | 100 |
| General Hospital facilities | Itasca | 1 | <p>There are network adequacy gaps in the northern counties of Minnesota, even though UCare contracts with all known hospitals within Itasca county. The hospitals do not cover the entire geographic area when the 30 mile radiuses are applied. UCare used Medicare's Facility Compare data, Minnesota Health Programs online directory, and online searches to validate all General Hospital Facilities are in our network. Members can receive care that is slightly outside the time and distance standards. This is consistent with the pattern of care within the area.</p> <p>UCare conducts monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on Maximizing our Provider Networks.</p> <p>Throughout the Year, UCare leveraged multiple forms of network intelligence to ensure our network had continued to meet and exceed adequacy standards.</p> <p>In Quarter 3-2021; Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021; Studied Out of Network request trends In Quarter 1-2022; Examined Non-Participating Claims In Quarter 2-2022; Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 3 | 1 | 1 | 100 |
| General Hospital facilities | Koochiching | 1 | <p>There are network adequacy gaps in the northern counties of Minnesota, even though UCare contracts with all known hospitals and is contracted with Rainy Lake Medical Center in International Falls, MN. This hospital does not cover the entire geographic area when the 30 mile radiuses are applied. UCare used Medicare's Facility Compare data, Minnesota Health Programs online directory, and online searches to validate all General Hospital Facilities are in our network. Members can receive care that is slightly outside the time and distance standards. This is consistent with the pattern of care within the area.</p> <p>UCare conducts monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on Maximizing our Provider Networks.</p> <p>Throughout the Year, UCare leveraged multiple forms of network intelligence to ensure our network had continued to meet and exceed adequacy standards.</p> <p>In Quarter 3-2021; Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021; Studied Out of Network request trends In Quarter 1-2022; Examined Non-Participating Claims In Quarter 2-2022; Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 5 | 2 | 2 | 100 |
| General Hospital facilities | Lake | 1 | <p>There are network adequacy gaps in the northern counties of Minnesota, even though UCare contracts with all known hospitals within Lake county. Hospitals in this area do not cover the entire geographic area when the 30 mile radiuses are applied. UCare used Medicare's Facility Compare data, Minnesota Health Programs online directory, and online searches to validate all General Hospital Facilities are in our network. Members can receive care that is slightly outside the time and distance standards. This is consistent with the pattern of care within the area.</p> <p>UCare conducts monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on Maximizing our Provider Networks.</p> <p>Throughout the Year, UCare leveraged multiple forms of network intelligence to ensure our network had continued to meet and exceed adequacy standards.</p> <p>In Quarter 3-2021; Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021; Studied Out of Network request trends In Quarter 1-2022; Examined Non-Participating Claims In Quarter 2-2022; Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 41 | 30 | 30 | 100 |
| General Hospital facilities | Lake Of The Woods | 1 | <p>There are network adequacy gaps in the northern counties of Minnesota, even though UCare contracts with all known hospitals including LakeWood Health Center. This hospital does not cover the entire geographic area when the 30 mile radiuses are applied. UCare used Medicare's Facility Compare data, Minnesota Health Programs online directory, and online searches to validate all General Hospital Facilities are in our network. Members can receive care that is slightly outside the time and distance standards. This is consistent with the pattern of care within the area.</p> <p>UCare conducts monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on Maximizing our Provider Networks.</p> <p>Throughout the Year, UCare leveraged multiple forms of network intelligence to ensure our network had continued to meet and exceed adequacy standards.</p> <p>In Quarter 3-2021; Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021; Studied Out of Network request trends In Quarter 1-2022; Examined Non-Participating Claims In Quarter 2-2022; Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 1 | 5 | 5 | 100 |
| General Hospital facilities | Marshall | 1 | <p>There are network adequacy gaps in the northern counties of Minnesota, even though UCare contracts with all known hospitals and is contracted with North Valley Health Center in Warren, MN. This hospital does not cover the entire geographic area when the 30 mile radiuses are applied. UCare used Medicare's Facility Compare data, Minnesota Health Programs online directory, and online searches to validate all General Hospital Facilities are in our network. Members can receive care that is slightly outside the time and distance standards. This is consistent with the pattern of care within the area.</p> <p>UCare conducts monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on Maximizing our Provider Networks.</p> <p>Throughout the Year, UCare leveraged multiple forms of network intelligence to ensure our network had continued to meet and exceed adequacy standards.</p> <p>In Quarter 3-2021; Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021; Studied Out of Network request trends In Quarter 1-2022; Examined Non-Participating Claims In Quarter 2-2022; Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 4 | 19 | 19 | 100 |

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|------------------------------------|--------------------------|----------|--|-----------|-----------|-----------|------------|
| General Hospital facilities | Roseau | 1 | <p>There are network adequacy gaps in the northern counties of Minnesota, even though UCare contracts with all known hospitals and is contracted with LifeCare Medical Center in Roseau, MN. This hospital does not cover the entire geographic area when the 30 mile radiuses are applied. UCare used Medicare's Facility Compare data, Minnesota Health Programs online directory, and online searches to validate all General Hospital Facilities are in our network. Members can receive care that is slightly outside the time and distance standards. This is consistent with the pattern of care within the area.</p> <p>UCare conducts monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on Maximizing our Provider Networks.</p> <p>Throughout the Year, UCare leveraged multiple forms of network intelligence to ensure our network had continued to meet and exceed adequacy standards.</p> <p>In Quarter 3-2021; Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021; Studied Out of Network request trends In Quarter 1-2022; Examined Non-Participating Claims In Quarter 2-2022; Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 0 | 0 | 0 | 100 |
| General Hospital facilities | St. Louis | 1 | <p>There are network adequacy gaps in the northern counties of Minnesota, even though UCare contracts with all known hospitals within St. Louis county. The hospitals do not cover the entire geographic area when the 30 mile radiuses are applied. UCare used Medicare's Facility Compare data, Minnesota Health Programs online directory, and online searches to validate all General Hospital Facilities are in our network. Members can receive care that is slightly outside the time and distance standards. This is consistent with the pattern of care within the area.</p> <p>UCare conducts monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on Maximizing our Provider Networks.</p> <p>Throughout the Year, UCare leveraged multiple forms of network intelligence to ensure our network had continued to meet and exceed adequacy standards.</p> <p>In Quarter 3-2021; Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021; Studied Out of Network request trends In Quarter 1-2022; Examined Non-Participating Claims In Quarter 2-2022; Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 44 | 2 | 2 | 100 |
| Primary Care providers | Beltrami | 1 | <p>There are rural areas in northern Minnesota counties in which all available providers are contracted; however, because of the low population density, there are places that are not within 30 miles of a Primary Care Provider. We used Medicare's Physician Compare tool and Minnesota Health Programs online directory to confirm no additional Primary Care Providers exist in those areas. Members can receive care that is slightly outside the time and distance standards. This is consistent with the pattern of care within the area.</p> <p>UCare conducts monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on Maximizing our Provider Networks.</p> <p>Throughout the Year, UCare leveraged multiple forms of network intelligence to ensure our network had continued to meet and exceed adequacy standards.</p> <p>In Quarter 3-2021; Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021; Studied Out of Network request trends In Quarter 1-2022; Examined Non-Participating Claims In Quarter 2-2022; Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 1 | 1 | 1 | 100 |
| Primary Care providers | Cook | 1 | <p>There are rural areas in northern Minnesota counties in which all available providers are contracted; however, because of the low population density, there are places that are not within 30 miles of a Primary Care Provider. We used Medicare's Physician Compare tool and Minnesota Health Programs online directory to confirm no additional Primary Care Providers exist in those areas. Members can receive care that is slightly outside the time and distance standards. This is consistent with the pattern of care within the area.</p> <p>UCare conducts monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on Maximizing our Provider Networks.</p> <p>Throughout the Year, UCare leveraged multiple forms of network intelligence to ensure our network had continued to meet and exceed adequacy standards.</p> <p>In Quarter 3-2021; Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021; Studied Out of Network request trends In Quarter 1-2022; Examined Non-Participating Claims In Quarter 2-2022; Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 10 | 6 | 6 | 100 |
| Primary Care providers | Lake | 1 | <p>There are rural areas in northern Minnesota counties in which all available providers are contracted; however, because of the low population density, there are places that are not within 30 miles of a Primary Care Provider. We used Medicare's Physician Compare tool and Minnesota Health Programs online directory to confirm no additional Primary Care Providers exist in those areas. Members can receive care that is slightly outside the time and distance standards. This is consistent with the pattern of care within the area.</p> <p>UCare conducts monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on Maximizing our Provider Networks.</p> <p>Throughout the Year, UCare leveraged multiple forms of network intelligence to ensure our network had continued to meet and exceed adequacy standards.</p> <p>In Quarter 3-2021; Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021; Studied Out of Network request trends In Quarter 1-2022; Examined Non-Participating Claims In Quarter 2-2022; Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 31 | 20 | 20 | 100 |
| Primary Care providers | Lake Of The Woods | 1 | <p>There are rural areas in northern Minnesota counties in which all available providers are contracted; however, because of the low population density, there are places that are not within 30 miles of a Primary Care Provider. We used Medicare's Physician Compare tool and Minnesota Health Programs online directory to confirm no additional Primary Care Providers exist in those areas. Members can receive care that is slightly outside the time and distance standards. This is consistent with the pattern of care within the area.</p> <p>UCare conducts monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on Maximizing our Provider Networks.</p> <p>Throughout the Year, UCare leveraged multiple forms of network intelligence to ensure our network had continued to meet and exceed adequacy standards.</p> <p>In Quarter 3-2021; Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021; Studied Out of Network request trends In Quarter 1-2022; Examined Non-Participating Claims In Quarter 2-2022; Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 1 | 1 | 1 | 100 |

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|--------------------------------|--------------------------|----------|--|-----------|----------|----------|------------|
| Primary Care providers | Marshall | 1 | <p>There are rural areas in northern Minnesota counties in which all available providers are contracted; however, because of the low population density, there are places that are not within 30 miles of a Primary Care Provider. We used Medicare's Physician Compare tool and Minnesota Health Programs online directory to confirm no additional Primary Care Providers exist in those areas. Members can receive care that is slightly outside the time and distance standards. This is consistent with the pattern of care within the area.</p> <p>UCare conducts monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on Maximizing our Provider Networks. Throughout the Year, UCare leveraged multiple forms of network intelligence to ensure our network had continued to meet and exceed adequacy standards.</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 0 | 0 | 0 | 100 |
| Primary Care providers | St. Louis | 1 | <p>There are rural areas in northern Minnesota counties in which all available providers are contracted; however, because of the low population density, there are places that are not within 30 miles of a Primary Care Provider. We used Medicare's Physician Compare tool and Minnesota Health Programs online directory to confirm no additional Primary Care Providers exist in those areas. Members can receive care that is slightly outside the time and distance standards. This is consistent with the pattern of care within the area.</p> <p>UCare conducts monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on Maximizing our Provider Networks. Throughout the Year, UCare leveraged multiple forms of network intelligence to ensure our network had continued to meet and exceed adequacy standards.</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 11 | 1 | 1 | 100 |
| Mental health providers | Beltrami | 1 | <p>Since UCare's last filing, we were able to close a mental health gap in Koochiching county. There are rural areas in northern Minnesota counties in which all available providers are contracted; however, because of the low population density, there are places that are not within 30 miles of a Primary Care Provider. We used Medicare's Physician Compare tool and Minnesota Health Programs online directory to confirm no additional Primary Care Providers exist in those areas. Members can receive care that is slightly outside the time and distance standards. This is consistent with the pattern of care within the area.</p> <p>UCare conducts monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on Maximizing our Provider Networks. Throughout the Year, UCare leveraged multiple forms of network intelligence to ensure our network had continued to meet and exceed adequacy standards.</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 1 | 1 | 1 | 95 |
| Mental health providers | Cook | 1 | <p>Since UCare's last filing, we were able to close a mental health gap in Koochiching county. There are rural areas in northern Minnesota counties in which all available providers are contracted; however, because of the low population density, there are places that are not within 30 miles of a Primary Care Provider. We used Medicare's Physician Compare tool and Minnesota Health Programs online directory to confirm no additional Primary Care Providers exist in those areas. Members can receive care that is slightly outside the time and distance standards. This is consistent with the pattern of care within the area.</p> <p>To ensure ongoing compliance, UCare's Network Analytics team hosts a monthly cross departmental work group that combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from MSS (Mental Health and Substance Use Disorder Services), Sales, Customer Service, County Relations and other internal network stakeholders. Since UCare's previous filing in 2020, we have analyzed Complaints Appeals and Grievances logs for trends in Mental Health access, searched our Out of Network request logs for Mental Health provider requests, audited non-par claims utilization for Mental health contracting opportunities and reconciled our provider network to Medicare supply file raw data.</p> <p>There were many new mental health providers that UCare added to the network through out the 2nd half of 2021 and the first half of 2022. None of these provider groups; however, closed geographic access gaps. If newly available providers are identified, UCare will outreach for new contracting opportunities. Members in the gap areas have access available to them at the closest possible provider groups which are outside of the distance standards.</p> <p>Members and providers call UCare's local and toll-free Intake Triage Line to speak with our MH & SUD Services staff. Our Intake Triage Coordinators are readily available to locate in-network, geographically relevant providers for members. The coordinators also answer general benefit questions and connect members and providers to our MH & SUD Case Management Team.</p> | 15 | 9 | 9 | 95 |
| Mental health providers | Lake | 1 | <p>Since UCare's last filing, we were able to close a mental health gap in Koochiching county. There are rural areas in northern Minnesota counties in which all available providers are contracted; however, because of the low population density, there are places that are not within 30 miles of a Primary Care Provider. We used Medicare's Physician Compare tool and Minnesota Health Programs online directory to confirm no additional Primary Care Providers exist in those areas. Members can receive care that is slightly outside the time and distance standards. This is consistent with the pattern of care within the area.</p> <p>To ensure ongoing compliance, UCare's Network Analytics team hosts a monthly cross departmental work group that combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from MSS (Mental Health and Substance Use Disorder Services), Sales, Customer Service, County Relations and other internal network stakeholders. Since UCare's previous filing in 2020, we have analyzed Complaints Appeals and Grievances logs for trends in Mental Health access, searched our Out of Network request logs for Mental Health provider requests, audited non-par claims utilization for Mental health contracting opportunities and reconciled our provider network to Medicare supply file raw data.</p> <p>There were many new mental health providers that UCare added to the network through out the 2nd half of 2021 and the first half of 2022. None of these provider groups; however, closed geographic access gaps. If newly available providers are identified, UCare will outreach for new contracting opportunities. Members in the gap areas have access available to them at the closest possible provider groups which are outside of the distance standards.</p> <p>Members and providers call UCare's local and toll-free Intake Triage Line to speak with our MH & SUD Services staff. Our Intake Triage Coordinators are readily available to locate in-network, geographically relevant providers for members. The coordinators also answer general benefit questions and connect members and providers to our MH & SUD Case Management Team.</p> | 11 | 7 | 7 | 95 |
| Mental health providers | Lake Of The Woods | 1 | <p>Since UCare's last filing, we were able to close a mental health gap in Koochiching county. There are rural areas in northern Minnesota counties in which all available providers are contracted; however, because of the low population density, there are places that are not within 30 miles of a Primary Care Provider. We used Medicare's Physician Compare tool and Minnesota Health Programs online directory to confirm no additional Primary Care Providers exist in those areas. Members can receive care that is slightly outside the time and distance standards. This is consistent with the pattern of care within the area.</p> <p>To ensure ongoing compliance, UCare's Network Analytics team hosts a monthly cross departmental work group that combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from MSS (Mental Health and Substance Use Disorder Services), Sales, Customer Service, County Relations and other internal network stakeholders. Since UCare's previous filing in 2020, we have analyzed Complaints Appeals and Grievances logs for trends in Mental Health access, searched our Out of Network request logs for Mental Health provider requests, audited non-par claims utilization for Mental health contracting opportunities and reconciled our provider network to Medicare supply file raw data.</p> <p>There were many new mental health providers that UCare added to the network through out the 2nd half of 2021 and the first half of 2022. None of these provider groups; however, closed geographic access gaps. If newly available providers are identified, UCare will outreach for new contracting opportunities. Members in the gap areas have access available to them at the closest possible provider groups which are outside of the distance standards.</p> <p>Members and providers call UCare's local and toll-free Intake Triage Line to speak with our MH & SUD Services staff. Our Intake Triage Coordinators are readily available to locate in-network, geographically relevant providers for members. The coordinators also answer general benefit questions and connect members and providers to our MH & SUD Case Management Team.</p> | 1 | 5 | 5 | 95 |

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|-------------------------|----------|---|---|---|---|---|----|
| Mental health providers | Marshall | 1 | <p>Since UCare's last filing, we were able to close a mental health gap in Koochiching county. There are rural areas in northern Minnesota counties in which all available providers are contracted; however, because of the low population density, there are places that are not within 30 miles of a Primary Care Provider. We used Medicare's Physician Compare tool and Minnesota Health Programs online directory to confirm no additional Primary Care Providers exist in those areas. Members can receive care that is slightly outside the time and distance standards. This is consistent with the pattern of care within the area.</p> <p>To ensure ongoing compliance, UCare's Network Analytics team hosts a monthly cross departmental work group that combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from MSS (Mental Health and Substance Use Disorder Services), Sales, Customer Service, County Relations and other internal network stakeholders. Since UCare's previous filings in 2020, we have analyzed Complaints Appeals and Grievances logs for trends in Mental Health access, searched our Out of Network request logs for Mental Health provider requests, audited non-par claims utilization for Mental health contracting opportunities and reconciled our provider network to Medicare supply file raw data.</p> <p>There were many new mental health providers that UCare added to the network through out the 2nd half of 2021 and the first half of 2022. None of these provider groups; however, closed geographic access gaps. If newly available providers are identified, UCare will outreach for new contracting opportunities. Members in the gap areas have access available to them at the closest possible provider groups which are outside of the distance standards.</p> <p>Members and providers call UCare's local and toll-free Intake Triage Line to speak with our MH & SUD Services staff. Our Intake Triage Coordinators are readily available to locate in-network, geographically relevant providers for members. The coordinators also answer general benefit questions and connect members and providers to our MH & SUD Case Management Team.</p> | 0 | 0 | 0 | 95 |
|-------------------------|----------|---|---|---|---|---|----|

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:

1. 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:
 - a. [NPPEP NPI Registry](#)
 - b. [Medicare Physician Compare](#)
 - c. [Minnesota Health Care Programs Provider Directory](#)
 - d. [Healthgrades](#)
 - e. [SAMHSA Behavioral Health Provider Directories](#)
 - f. [National Institute of Health \(NIH\) U.S. National Library of Medicine MedlinePlus Directories](#)
 - g. [Quest Analytics](#)
3. 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.
 - b. 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?
 - i. 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:
 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?
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:

1. 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?
 - i. 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?

Reason Code 3:

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

Carriers must:

1. 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?
 - i. 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?

Reason Code 4:

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

Carriers must:

1. 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
 - b. If the network is a narrow network, describe the features of the network that restrict access
 - c. 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?
 - i. 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,
 - 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.
 - b. 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.

Carriers must:

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
2. Provide a description of how access was provided for affected enrollees in the last approval year

Reason Code 3:

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
2. 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:

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

Name, Company, Title _____

Date Attestation Signed _____

| Provider Type | County | Reason Code | Notes | Affected Enrollees* | Percent Total Enrollees Affected | Percent Not Covered* | Percent Available Providers Included in Network |
|------------------------------|------------|-------------|---|---------------------|----------------------------------|----------------------|---|
| Mental health providers | St. Louis | 1 | <p>Since UCare's last filing, we were able to close a mental health gap in Koochiching county. There are rural areas in northern Minnesota counties in which all available providers are contracted; however, because of the low population density, there are places that are not within 30 miles of a Primary Care Provider. We used Medicare's Physician Compare tool and Minnesota Health Programs online directory to confirm no additional Primary Care Providers exist in those areas. Members can receive care that is slightly outside the time and distance standards. This is consistent with the pattern of care within the area.</p> <p>To ensure ongoing compliance, UCare's Network Analytics team hosts a monthly cross departmental work group that combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from MSS (Mental Health and Substance Use Disorder Services), Sales, Customer Service, County Relations and other internal network stakeholders. Since UCare's previous filing in 2020, we have analyzed Complaints Appeals and Grievances logs for trends in Mental Health access, searched our Out of Network request logs for Mental Health provider requests, audited non-par claims utilization for Mental health contracting opportunities and reconciled our provider network to Medicare supply file raw data.</p> <p>There were many new mental health providers that UCare added to the network throughout the 2nd half of 2021 and the first half of 2022. None of these provider groups; however, closed geographic access gaps. If newly available providers are identified, UCare will outreach for new contracting opportunities. Members in the gap areas have access available to them at the closest possible provider groups which are outside of the distance standards.</p> <p>Members and providers call UCare's local and toll-free Intake Triage Line to speak with our MH & SUD Services staff. Our Intake Triage Coordinators are readily available to locate in-network, geographically relevant providers for members. The coordinators also answer general benefit questions and connect members and providers to our MH & SUD Case Management Team.</p> | 11 | 1 | 1 | 95 |
| Pediatric Services Providers | Atkin | 1 | <p>Since UCare's prior filing, Pediatric type physicians became available in areas that expanded access to these type of providers in the following counties: Lac Qui Parle, Martin, Redwood, and Renville. There are rural areas in Minnesota where no Pediatric Service provider exists to meet the geographic network adequacy standard. UCare has validated the network gaps by using Medicare's Physician Compare Tool, MN Health Programs online directory, web searches and direct outreach to provider locations to confirm provider availability.</p> <p>UCare strives to address network gaps through many different strategies. Once a month, UCare's Provider Data & Network Analytics team hosts a Maximizing Provider Networks meeting for network stakeholders from across our organization. The team combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from MSS (Mental Health and Substance Use Disorder Services), Sales, Customer Service, County Relations to root out additional providers, and provider data that may be missing from our network. The meeting highlights a different type of analysis every month. Some of the highlights since last year's filing include:</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 54 | 21 | 21 | 100 |
| Pediatric Services Providers | Beltrami | 1 | <p>Since UCare's prior filing, Pediatric type physicians became available in areas that expanded access to these type of providers in the following counties: Lac Qui Parle, Martin, Redwood, and Renville. There are rural areas in Minnesota where no Pediatric Service provider exists to meet the geographic network adequacy standard. UCare has validated the network gaps by using Medicare's Physician Compare Tool, MN Health Programs online directory, web searches and direct outreach to provider locations to confirm provider availability.</p> <p>UCare strives to address network gaps through many different strategies. Once a month, UCare's Provider Data & Network Analytics team hosts a Maximizing Provider Networks meeting for network stakeholders from across our organization. The team combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from MSS (Mental Health and Substance Use Disorder Services), Sales, Customer Service, County Relations to root out additional providers, and provider data that may be missing from our network. The meeting highlights a different type of analysis every month. Some of the highlights since last year's filing include:</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 12 | 4 | 4 | 100 |
| Pediatric Services Providers | Big Stone | 1 | <p>Since UCare's prior filing, Pediatric type physicians became available in areas that expanded access to these type of providers in the following counties: Lac Qui Parle, Martin, Redwood, and Renville. There are rural areas in Minnesota where no Pediatric Service provider exists to meet the geographic network adequacy standard. UCare has validated the network gaps by using Medicare's Physician Compare Tool, MN Health Programs online directory, web searches and direct outreach to provider locations to confirm provider availability.</p> <p>UCare strives to address network gaps through many different strategies. Once a month, UCare's Provider Data & Network Analytics team hosts a Maximizing Provider Networks meeting for network stakeholders from across our organization. The team combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from MSS (Mental Health and Substance Use Disorder Services), Sales, Customer Service, County Relations to root out additional providers, and provider data that may be missing from our network. The meeting highlights a different type of analysis every month. Some of the highlights since last year's filing include:</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 9 | 100 | 100 | 100 |
| Pediatric Services Providers | Clearwater | 1 | <p>Since UCare's prior filing, Pediatric type physicians became available in areas that expanded access to these type of providers in the following counties: Lac Qui Parle, Martin, Redwood, and Renville. There are rural areas in Minnesota where no Pediatric Service provider exists to meet the geographic network adequacy standard. UCare has validated the network gaps by using Medicare's Physician Compare Tool, MN Health Programs online directory, web searches and direct outreach to provider locations to confirm provider availability.</p> <p>UCare strives to address network gaps through many different strategies. Once a month, UCare's Provider Data & Network Analytics team hosts a Maximizing Provider Networks meeting for network stakeholders from across our organization. The team combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from MSS (Mental Health and Substance Use Disorder Services), Sales, Customer Service, County Relations to root out additional providers, and provider data that may be missing from our network. The meeting highlights a different type of analysis every month. Some of the highlights since last year's filing include:</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 0 | 0 | 0 | 100 |
| Pediatric Services Providers | Cook | 1 | <p>Since UCare's prior filing, Pediatric type physicians became available in areas that expanded access to these type of providers in the following counties: Lac Qui Parle, Martin, Redwood, and Renville. There are rural areas in Minnesota where no Pediatric Service provider exists to meet the geographic network adequacy standard. UCare has validated the network gaps by using Medicare's Physician Compare Tool, MN Health Programs online directory, web searches and direct outreach to provider locations to confirm provider availability.</p> <p>UCare strives to address network gaps through many different strategies. Once a month, UCare's Provider Data & Network Analytics team hosts a Maximizing Provider Networks meeting for network stakeholders from across our organization. The team combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from MSS (Mental Health and Substance Use Disorder Services), Sales, Customer Service, County Relations to root out additional providers, and provider data that may be missing from our network. The meeting highlights a different type of analysis every month. Some of the highlights since last year's filing include:</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 174 | 100 | 100 | 100 |

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|------------------------------|-------------------|---|--|-----|-----|-----|-----|
| Pediatric Services Providers | Itasca | 1 | <p>Since UCare's prior filing, Pediatric type physicians became available in areas that expanded access to these type of providers in the following counties: Lac Qui Parle, Martin, Redwood, and Renville. There are rural areas in Minnesota where no Pediatric Service provider exists to meet the geographic network adequacy standard. UCare has validated the network gaps by using Medicare's Physician Compare Tool, MN Health Programs online directory, web searches and direct outreach to provider locations to confirm provider availability.</p> <p>UCare strives to address network gaps through many different strategies. Once a month, UCare's Provider Data & Network Analytics team hosts a Maximizing Provider Networks meeting for network stakeholders from across our organization. The team combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from MSS (Mental Health and Substance Use Disorder Services), Sales, Customer Service, County Relations to root out additional providers, and provider data that may be missing from our network. The meeting highlights a different type of analysis every month. Some of the highlights since last year's filing include:</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 12 | 2 | 2 | 100 |
| Pediatric Services Providers | Kittson | 1 | <p>Since UCare's prior filing, Pediatric type physicians became available in areas that expanded access to these type of providers in the following counties: Lac Qui Parle, Martin, Redwood, and Renville. There are rural areas in Minnesota where no Pediatric Service provider exists to meet the geographic network adequacy standard. UCare has validated the network gaps by using Medicare's Physician Compare Tool, MN Health Programs online directory, web searches and direct outreach to provider locations to confirm provider availability.</p> <p>UCare strives to address network gaps through many different strategies. Once a month, UCare's Provider Data & Network Analytics team hosts a Maximizing Provider Networks meeting for network stakeholders from across our organization. The team combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from MSS (Mental Health and Substance Use Disorder Services), Sales, Customer Service, County Relations to root out additional providers, and provider data that may be missing from our network. The meeting highlights a different type of analysis every month. Some of the highlights since last year's filing include:</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 5 | 83 | 83 | 100 |
| Pediatric Services Providers | Koochiching | 1 | <p>Since UCare's prior filing, Pediatric type physicians became available in areas that expanded access to these type of providers in the following counties: Lac Qui Parle, Martin, Redwood, and Renville. There are rural areas in Minnesota where no Pediatric Service provider exists to meet the geographic network adequacy standard. UCare has validated the network gaps by using Medicare's Physician Compare Tool, MN Health Programs online directory, web searches and direct outreach to provider locations to confirm provider availability.</p> <p>UCare strives to address network gaps through many different strategies. Once a month, UCare's Provider Data & Network Analytics team hosts a Maximizing Provider Networks meeting for network stakeholders from across our organization. The team combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from MSS (Mental Health and Substance Use Disorder Services), Sales, Customer Service, County Relations to root out additional providers, and provider data that may be missing from our network. The meeting highlights a different type of analysis every month. Some of the highlights since last year's filing include:</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 215 | 100 | 100 | 100 |
| Pediatric Services Providers | Lake | 1 | <p>Since UCare's prior filing, Pediatric type physicians became available in areas that expanded access to these type of providers in the following counties: Lac Qui Parle, Martin, Redwood, and Renville. There are rural areas in Minnesota where no Pediatric Service provider exists to meet the geographic network adequacy standard. UCare has validated the network gaps by using Medicare's Physician Compare Tool, MN Health Programs online directory, web searches and direct outreach to provider locations to confirm provider availability.</p> <p>UCare strives to address network gaps through many different strategies. Once a month, UCare's Provider Data & Network Analytics team hosts a Maximizing Provider Networks meeting for network stakeholders from across our organization. The team combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from MSS (Mental Health and Substance Use Disorder Services), Sales, Customer Service, County Relations to root out additional providers, and provider data that may be missing from our network. The meeting highlights a different type of analysis every month. Some of the highlights since last year's filing include:</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 99 | 63 | 63 | 100 |
| Pediatric Services Providers | Lake Of The Woods | 1 | <p>Since UCare's prior filing, Pediatric type physicians became available in areas that expanded access to these type of providers in the following counties: Lac Qui Parle, Martin, Redwood, and Renville. There are rural areas in Minnesota where no Pediatric Service provider exists to meet the geographic network adequacy standard. UCare has validated the network gaps by using Medicare's Physician Compare Tool, MN Health Programs online directory, web searches and direct outreach to provider locations to confirm provider availability.</p> <p>UCare strives to address network gaps through many different strategies. Once a month, UCare's Provider Data & Network Analytics team hosts a Maximizing Provider Networks meeting for network stakeholders from across our organization. The team combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from MSS (Mental Health and Substance Use Disorder Services), Sales, Customer Service, County Relations to root out additional providers, and provider data that may be missing from our network. The meeting highlights a different type of analysis every month. Some of the highlights since last year's filing include:</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 20 | 100 | 100 | 100 |
| Pediatric Services Providers | Marshall | 1 | <p>Since UCare's prior filing, Pediatric type physicians became available in areas that expanded access to these type of providers in the following counties: Lac Qui Parle, Martin, Redwood, and Renville. There are rural areas in Minnesota where no Pediatric Service provider exists to meet the geographic network adequacy standard. UCare has validated the network gaps by using Medicare's Physician Compare Tool, MN Health Programs online directory, web searches and direct outreach to provider locations to confirm provider availability.</p> <p>UCare strives to address network gaps through many different strategies. Once a month, UCare's Provider Data & Network Analytics team hosts a Maximizing Provider Networks meeting for network stakeholders from across our organization. The team combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from MSS (Mental Health and Substance Use Disorder Services), Sales, Customer Service, County Relations to root out additional providers, and provider data that may be missing from our network. The meeting highlights a different type of analysis every month. Some of the highlights since last year's filing include:</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 5 | 24 | 24 | 100 |

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|--------------------------------------|--|---|--|-----|----|----|-----|
| Pediatric Services Providers | Mille Lacs | 1 | <p>Since UCare's prior filing, Pediatric type physicians became available in areas that expanded access to these type of providers in the following counties: Lac Qui Parle, Martin, Redwood, and Renville. There are rural areas in Minnesota where no Pediatric Service provider exists to meet the geographic network adequacy standard. UCare has validated the network gaps by using Medicare's Physician Compare Tool, MN Health Programs online directory, web searches and direct outreach to provider locations to confirm provider availability.</p> <p>UCare strives to address network gaps through many different strategies. Once a month, UCare's Provider Data & Network Analytics team hosts a Maximizing Provider Networks meeting for network stakeholders from across our organization. The team combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from MSS (Mental Health and Substance Use Disorder Services), Sales, Customer Service, County Relations to root out additional providers, and provider data that may be missing from our network. The meeting highlights a different type of analysis every month. Some of the highlights since last year's filing include:</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 16 | 4 | 4 | 100 |
| Pediatric Services Providers | Roseau | 1 | <p>Since UCare's prior filing, Pediatric type physicians became available in areas that expanded access to these type of providers in the following counties: Lac Qui Parle, Martin, Redwood, and Renville. There are rural areas in Minnesota where no Pediatric Service provider exists to meet the geographic network adequacy standard. UCare has validated the network gaps by using Medicare's Physician Compare Tool, MN Health Programs online directory, web searches and direct outreach to provider locations to confirm provider availability.</p> <p>UCare strives to address network gaps through many different strategies. Once a month, UCare's Provider Data & Network Analytics team hosts a Maximizing Provider Networks meeting for network stakeholders from across our organization. The team combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from MSS (Mental Health and Substance Use Disorder Services), Sales, Customer Service, County Relations to root out additional providers, and provider data that may be missing from our network. The meeting highlights a different type of analysis every month. Some of the highlights since last year's filing include:</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 1 | 1 | 1 | 100 |
| Pediatric Services Providers | St. Louis | 1 | <p>Since UCare's prior filing, Pediatric type physicians became available in areas that expanded access to these type of providers in the following counties: Lac Qui Parle, Martin, Redwood, and Renville. There are rural areas in Minnesota where no Pediatric Service provider exists to meet the geographic network adequacy standard. UCare has validated the network gaps by using Medicare's Physician Compare Tool, MN Health Programs online directory, web searches and direct outreach to provider locations to confirm provider availability.</p> <p>UCare strives to address network gaps through many different strategies. Once a month, UCare's Provider Data & Network Analytics team hosts a Maximizing Provider Networks meeting for network stakeholders from across our organization. The team combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from MSS (Mental Health and Substance Use Disorder Services), Sales, Customer Service, County Relations to root out additional providers, and provider data that may be missing from our network. The meeting highlights a different type of analysis every month. Some of the highlights since last year's filing include:</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 220 | 10 | 10 | 100 |
| Pediatric Services Providers | Stevens | 1 | <p>Since UCare's prior filing, Pediatric type physicians became available in areas that expanded access to these type of providers in the following counties: Lac Qui Parle, Martin, Redwood, and Renville. There are rural areas in Minnesota where no Pediatric Service provider exists to meet the geographic network adequacy standard. UCare has validated the network gaps by using Medicare's Physician Compare Tool, MN Health Programs online directory, web searches and direct outreach to provider locations to confirm provider availability.</p> <p>UCare strives to address network gaps through many different strategies. Once a month, UCare's Provider Data & Network Analytics team hosts a Maximizing Provider Networks meeting for network stakeholders from across our organization. The team combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from MSS (Mental Health and Substance Use Disorder Services), Sales, Customer Service, County Relations to root out additional providers, and provider data that may be missing from our network. The meeting highlights a different type of analysis every month. Some of the highlights since last year's filing include:</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 9 | 53 | 53 | 100 |
| Pediatric Services Providers | Traverse | 1 | <p>Since UCare's prior filing, Pediatric type physicians became available in areas that expanded access to these type of providers in the following counties: Lac Qui Parle, Martin, Redwood, and Renville. There are rural areas in Minnesota where no Pediatric Service provider exists to meet the geographic network adequacy standard. UCare has validated the network gaps by using Medicare's Physician Compare Tool, MN Health Programs online directory, web searches and direct outreach to provider locations to confirm provider availability.</p> <p>UCare strives to address network gaps through many different strategies. Once a month, UCare's Provider Data & Network Analytics team hosts a Maximizing Provider Networks meeting for network stakeholders from across our organization. The team combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from MSS (Mental Health and Substance Use Disorder Services), Sales, Customer Service, County Relations to root out additional providers, and provider data that may be missing from our network. The meeting highlights a different type of analysis every month. Some of the highlights since last year's filing include:</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 4 | 80 | 80 | 100 |
| Allergy, Immunology and Rheumatology | Beltrami, Cook, Kittson, Koochiching, Lake, Lake Of The Woods, Roseau, St. Louis | 1 | <p>Although UCare's network was able to close gaps in Itasca, Aitkin, Lincoln, Lyon, and Yellow Medicine counties, supply to Allergy, Immunology and Rheumatology remains limited. There are rural areas in the northern, border counties where members are outside of the geographic access standards. There are no Allergy, Immunology, and Rheumatology providers available; however, members have access to the next closest providers outside of the time and distance. UCare has validated this from the Medicare provider search, the online Minnesota Health Care programs directory and direct collaboration with our care system partners.</p> <p>Much of the area that is outside of the time distance is extremely rural in nature and includes; the Voyageurs National Park, Superior National Forest, the Boundary Waters Canoe Area. Traveling greater than 60 miles is consistent with the patterns of care in the region.</p> <p>UCare strives to address network gaps through many different strategies. Once a month, UCare's Provider Data & Network Analytics team hosts a Maximizing Provider Networks meeting for network stakeholders from across our organization. The team combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from MSS (Mental Health and Substance Use Disorder Services), Sales, Customer Service, County Relations to root out additional providers, and provider data that may be missing from our network. The meeting highlights a different type of analysis every month. Some of the highlights since last year's filing include:</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 465 | 16 | 16 | 100 |

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| Anesthesiology Physicians and Certified Registered Nurse Anesthetists | Cook, Kittson, Lake | 1 | <p>Since UCare's prior filing, Anesthesiology Physicians and CRNAs physicians became available in areas that expanded access to these type of providers in Beltrami, Koochiching and Lake of the Woods counties. There are rural counties in Northern Minnesota which are showing network gaps in Anesthesiology. Although UCare strives to encourage our provider network to continue and expand it's offerings in rural Minnesota we cannot directly influence our contracted provider networks' practitioners offered at location. No other providers have been identified in these areas from the Medicare provider search, Minnesota Health Care Programs (MHCP) directory, nor online searches.</p> <p>To remain on top of our provider network's geography, UCare's Provider Relations and Contracting department collects data and information about our network gaps. The sub-PRC team: Provider Data & Network Analytics, conducts monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workshop focused on Maximizing our Provider Networks. Throughout the Year, UCare leveraged multiple forms of network intelligence to ensure our network had continued to meet and exceed adequacy standards.</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 208 | 62 | 62 | 100 |
| Cardiac Surgery | Big Stone, Cook, Grant, Koochiching, Lake, St. Louis, Stevens, Traverse | 1 | <p>Since UCare's prior filing, Cardiac Surgery physicians became available in areas that expanded access to these type of providers in Beltrami, Kittson, Lac Qui Parle, Lake of the Woods, Lincoln, Lyon, and Roseau counties. However, gaps opened in additional counties, including: Grant, Stevens, Traverse, and Yellow Medicine. UCare was able to achieve this milestone by our ongoing collaboration with care systems in northwestern Minnesota. Geographic adequacy gaps still remain in rural areas in Northern and Western Minnesota. UCare confirmed these network gaps by cross checking the Medicare Physician compare tool with the MCHP online directory and validating further by conducting web searches.</p> <p>UCare continues to work to increase access to members throughout our service area. Once a month, UCare's Provider Data & Network Analytics team hosts a Maximizing Provider Networks meeting for network stakeholders from across our organization. The team combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from Clinical, Sales, Customer Service, County Relations to root out additional providers, and provider data that may be missing from our network. The meeting highlights a different type of analysis every month. Some of the highlights since last year's filing include:</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 457 | 16 | 16 | 100 |
| Cardiovascular Disease | Cook | 1 | <p>A geographic access gap exists in Cook county for Cardiovascular Disease type providers. Cook county, is the Arrowhead of Minnesota and is bound by Canada to the North and Lake Superior to the South-East. The area is considered a County with Extreme Access Considerations (CEAC) by the Centers for Medicare Services (CMS). This classification was designated based on the low population and sparse population density. The main provider in the county is North Shore Health, which is in network. NorthShore health in Grand Marais, routinely refers patients to Duluth, MN, the closest area with Cardiologists. All the cardiologists in Duluth, are included in network for members. UCare has validated this from the Medicare Physician compare tool, MHCP provider directory and online web searches.</p> <p>Additionally, UCare continues to work to increase access to members throughout our service area. Once a month, UCare's Provider Data & Network Analytics team hosts a Maximizing Provider Networks meeting for network stakeholders from across our organization. The team combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from Clinical, Sales, Customer Service, County Relations to root out additional providers, and provider data that may be missing from our network. The meeting highlights a different type of analysis every month. Some of the highlights since last year's filing include:</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 145 | 83 | 83 | 100 |
| Colon and Rectal Surgery | Atkin, Becker, Beltrami, Big Stone, Cass, Chippewa, Clearwater, Cook, Cottonwood, Crow Wing, Douglas, Grant, Hubbard, Itasca, Jackson, Kandiyohi, Kittson, Koochiching, Lac Qui Parle, Lake Of The Woods, Lincoln, Lyon, Mahanomen, Marshall, Martin, Nobles, Otter Tail, Pennington, Polk, Pope, Red Lake, Redwood, Renville, Roseau, St. Louis, Stevens, Swift, Todd, Traverse, Wadena, Wilkin, Yellow Medicine | 1 | <p>UCare had some new gaps open up in southwestern region of the state due to providers leaving locations. Wide spread gaps in Northern and central Minnesota exist for Colon and Rectal Surgery along with a small area of Southern Minnesota, as well, most of the areas that without access are rural in nature. UCare leveraged Medicare Physician compare, MHCP Online Provider Directory and web searches to validate provider availability.</p> <p>UCare strives to address network gaps through many different strategies. Once a month, UCare's Provider Data & Network Analytics team hosts a Maximizing Provider Networks meeting for network stakeholders from across our organization. The team combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from Clinical, Sales, Customer Service, County Relations to root out additional providers, and provider data that may be missing from our network. The meeting highlights a different type of analysis every month. Some of the highlights since last year's filing include:</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 3957 | 41 | 41 | 100 |
| Dermatology | Cook, Koochiching, Lake, St. Louis | 1 | <p>A few network gaps remain in rural areas in northeastern Minnesota. There are no Dermatology providers available in these rural areas due to the area being sparsely populated. These areas include Voyageur National Park, Superior National Forest and the Boundary Waters Canoe area. These areas are known for their pristine environment as opposed to Dermatology providers.</p> <p>UCare strives to address network gaps through many different strategies. Once a month, UCare's Provider Data & Network Analytics team hosts a Maximizing Provider Networks meeting for network stakeholders from across our organization. The team combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from Clinical, Sales, Customer Service, County Relations to root out additional providers, and provider data that may be missing from our network. The meeting highlights a different type of analysis every month. Some of the highlights since last year's filing include:</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 400 | 14 | 14 | 100 |
| Endocrinology | Cook, Jackson, Koochiching, Lake, St. Louis | 1 | <p>Since UCare's prior filing, Endocrinology physicians became available in areas that expanded access to these type of providers in Big Stone, Nobles, and Traverse counties. UCare strives to remain in compliance, and validates our provider data to the Medicare Physician compare, MHCP provider directory. We often finds itself in this network game of whack-a-mole, where provider movements may close one gap and open another.</p> <p>Nevertheless, UCare remains committed to strive for consistent provider network adequacy. UCare continues to work to increase access to members throughout our service area. Once a month, UCare's Provider Data & Network Analytics team hosts a Maximizing Provider Networks meeting for network stakeholders from across our organization. The team combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from Clinical, Sales, Customer Service, County Relations to root out additional providers, and provider data that may be missing from our network. The meeting highlights a different type of analysis every month. Some of the highlights since last year's filing include:</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 449 | 15 | 15 | 100 |

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| Gastroenterology | Beltrami, Cook, Jackson, Kittson, Koochiching, Lake Of The Woods, Marshall, Nobles, Roseau, St. Louis | 1 | <p>Since UCare's prior filing, Gastroenterology physicians became available in areas that expanded access to these type of providers in Big Stone, Lac Qui Parle, Lincoln, Martin and Yellow Medicine counties. UCare strives to remain in compliance, and validates our provider data to the Medicare Physician compare, MHCP provider directory. We often find itself in this network game of whack-a-mole, where provider movements may close one gap and open another.</p> <p>Nevertheless, UCare remains committed to strive for consistent provider network adequacy. UCare continues to work to increase access to members throughout our service area. Once a month, UCare's Provider Data & Network Analytics team hosts a Maximizing Provider Networks meeting for network stakeholders from across our organization. The team combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from Clinical, Sales, Customer Service, County Relations to root out additional providers, and provider data that may be missing from our network. The meeting highlights a different type of analysis every month. Some of the highlights since last year's filing include:</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 542 | 17 | 17 | 95 |
| General Surgery | Cook | 1 | <p>A geographic access gap exists in Cook county for Surgery type providers. Cook county, is the Arrowhead of Minnesota and is bound by Canada to the North and Lake Superior to the Southeast. The area is considered a County with Extreme Access Considerations (CEAC) by the Centers for Medicare Services (CMS). This classification was designated based on the low population and sparse population density. The main provider in the county is North Shore Health, which is in network. NorthShore health in Grand Marais, routinely refers patients to Duluth, MN, the closest area with Surgeons. All the Surgeons in Duluth, are included in network for members. UCare has validated this from the Medicare Physician compare tool, MHCP provider directory and online web searches.</p> <p>Additionally, UCare continues to work to increase access to members throughout our service area. Once a month, UCare's Provider Data & Network Analytics team hosts a Maximizing Provider Networks meeting for network stakeholders from across our organization. The team combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from Clinical, Sales, Customer Service, County Relations to root out additional providers, and provider data that may be missing from our network. The meeting highlights a different type of analysis every month. Some of the highlights since last year's filing include:</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 145 | 83 | 83 | 100 |
| Genetics | Atkin, Becker, Beltrami, Big Stone, Cass, Clearwater, Cook, Crow Wing, Douglas, Grant, Hubbard, Itasca, Kittson, Koochiching, Lac Qui Parle, Lake, Lake Of The Woods, Mahnomen, Marshall, Otter Tail, Pennington, Polk, Pope, Red Lake, Roseau, St. Louis, Stevens, Swift, Todd, Traverse, Wadena, Wilkin | 1 | <p>UCare was able to make some progress on Genetics access since our last filing. UCare was able to close gaps in the following counties: Blue Earth, Brown, Carlton, Martin, Nicollet, Pine, Renville, and Stoley. UCare is contracted with all known Genetic providers throughout Minnesota. However, due to the uniqueness of the specialty, it is typically offered in the population centers of the state. UCare validates the network gaps by using Medicare's Physician Compare Tool and web searches.</p> <p>UCare continues to work to increase access to members throughout our service area. Once a month, UCare's Provider Data & Network Analytics team hosts a Maximizing Provider Networks meeting for network stakeholders from across our organization. The team combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from MSS (Mental Health and Substance Use Disorder Services), Sales, Customer Service, County Relations to root out additional providers, and provider data that may be missing from our network. The meeting highlights a different type of analysis every month. Some of the highlights since last year's filing include:</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 4942 | 60 | 60 | 100 |
| Nephrology | Cook, Lake, St. Louis | 1 | <p>There are rural areas in northern Minnesota counties in which all available providers are contracted; however, because of the low population density, we have sections of Lake, Cook counties and the very northern point of St. Louis county that are not within 60 miles of a Nephrology provider. UCare validates the network gaps by using Medicare's Physician Compare Tool and web searches.</p> <p>UCare continues to work to increase access to members throughout our service area. Once a month, UCare's Provider Data & Network Analytics team hosts a Maximizing Provider Networks meeting for network stakeholders from across our organization. The team combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from MSS (Mental Health and Substance Use Disorder Services), Sales, Customer Service, County Relations to root out additional providers, and provider data that may be missing from our network. The meeting highlights a different type of analysis every month. Some of the highlights since last year's filing include:</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 184 | 55 | 55 | 100 |
| Neurology and Neurological Surgery | Cook, Lake | 1 | <p>There are rural areas in northern Minnesota counties in which all available neurology and/or neurological surgery providers are contracted; however, because of the low population density, we have sections of counties that are not within 60 miles of a neurology and/or neurological surgery provider. Members are referred to providers in Duluth. UCare validates the network gaps by using Medicare's Physician Compare Tool and web searches.</p> <p>UCare continues to work to increase access to members throughout our service area. Once a month, UCare's Provider Data & Network Analytics team hosts a Maximizing Provider Networks meeting for network stakeholders from across our organization. The team combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from MSS (Mental Health and Substance Use Disorder Services), Sales, Customer Service, County Relations to root out additional providers, and provider data that may be missing from our network. The meeting highlights a different type of analysis every month. Some of the highlights since last year's filing include:</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 169 | 97 | 97 | 100 |
| Obstetrics and Gynecology | Cook | 1 | <p>A gap exists for Obstetrics and Gynecology providers in this area of the Arrowhead Region. UCare is contracted with all known Obstetrics and Gynecology providers in this area. However, because of the low population density, we have sections of counties that are not within 60 miles of an Obstetrics and Gynecology provider. UCare validates the network gaps by using Medicare's Physician Compare Tool and web searches.</p> <p>UCare continues to work to increase access to members throughout our service area. Once a month, UCare's Provider Data & Network Analytics team hosts a Maximizing Provider Networks meeting for network stakeholders from across our organization. The team combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from MSS (Mental Health and Substance Use Disorder Services), Sales, Customer Service, County Relations to root out additional providers, and provider data that may be missing from our network. The meeting highlights a different type of analysis every month. Some of the highlights since last year's filing include:</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 145 | 83 | 83 | 100 |

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| Oncology | Cook, Lake, St. Louis | 1 | <p>There are rural areas in northern Minnesota counties in which all available providers are contracted; however, because of the low population density, we have sections of Lake, Cook counties and the very northern point of St. Louis county that are not within 60 miles of an Oncology provider. UCare validates the network gaps by using Medicare's Physician Compare Tool and web searches.</p> <p>UCare continues to work to increase access to members throughout our service area. Once a month, UCare's Provider Data & Network Analytics team hosts a Maximizing Provider Networks meeting for network stakeholders from across our organization. The team combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from MSS (Mental Health and Substance Use Disorder Services), Sales, Customer Service, County Relations to root out additional providers, and provider data that may be missing from our network. The meeting highlights a different type of analysis every month. Some of the highlights since last year's filing include:</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 193 | 58 | 58 | 100 |
| Ophthalmology | Cook, Kittson, Lake | 1 | <p>Gaps continue to exist in Lake, Cook and Kittson counties. There are no Ophthalmology providers in this area of the Arrowhead Region. UCare is contracted with all known Ophthalmology providers in the area. However, because of the low population density, we have sections of counties that are not within 60 miles of an Ophthalmology provider. UCare validates the network gaps by using Medicare's Physician Compare Tool and web searches.</p> <p>UCare continues to work to increase access to members throughout our service area. Once a month, UCare's Provider Data & Network Analytics team hosts a Maximizing Provider Networks meeting for network stakeholders from across our organization. The team combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from MSS (Mental Health and Substance Use Disorder Services), Sales, Customer Service, County Relations to root out additional providers, and provider data that may be missing from our network. The meeting highlights a different type of analysis every month. Some of the highlights since last year's filing include:</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 170 | 94 | 94 | 95 |
| Orthopedic Surgery | Cook | 1 | <p>A gap exists for Orthopedic Surgery providers in this area of the Arrowhead Region. UCare is contracted with all known Orthopedic Surgery providers in this area. However, because of the low population density, we have sections of counties that are not within 60 miles of an Orthopedic Surgery provider. UCare validates the network gaps by using Medicare's Physician Compare Tool and web searches.</p> <p>UCare continues to work to increase access to members throughout our service area. Once a month, UCare's Provider Data & Network Analytics team hosts a Maximizing Provider Networks meeting for network stakeholders from across our organization. The team combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from MSS (Mental Health and Substance Use Disorder Services), Sales, Customer Service, County Relations to root out additional providers, and provider data that may be missing from our network. The meeting highlights a different type of analysis every month. Some of the highlights since last year's filing include:</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 145 | 83 | 83 | 100 |
| Otolaryngology | Beltrami, Cook, Kittson, Koochiching, Lake, Lake Of The Woods, St. Louis | 1 | <p>Gaps continue to exist in the Arrowhead Region and Kittson county. UCare is contracted with all known Otolaryngology providers in this area. However, because of the low population density, we have sections of counties that are not within 60 miles of an Otolaryngology provider. UCare validates the network gaps by using Medicare's Physician Compare Tool and web searches.</p> <p>UCare continues to work to increase access to members throughout our service area. Once a month, UCare's Provider Data & Network Analytics team hosts a Maximizing Provider Networks meeting for network stakeholders from across our organization. The team combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from MSS (Mental Health and Substance Use Disorder Services), Sales, Customer Service, County Relations to root out additional providers, and provider data that may be missing from our network. The meeting highlights a different type of analysis every month. Some of the highlights since last year's filing include:</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 435 | 15 | 15 | 100 |
| Pediatric Specialty Providers | Beltrami, Cook, Kittson, Koochiching, Lake, Lake Of The Woods, Roseau, St. Louis, Traverse | 1 | <p>Gaps continue to exist for Pediatric Specialty in areas of northern Minnesota and a small portion of Traverse county but there are no additional providers for UCare to contract to fill these gaps.</p> <p>UCare continues to work to increase access to members throughout our service area. Once a month, UCare's Provider Data & Network Analytics team hosts a Maximizing Provider Networks meeting for network stakeholders from across our organization. The team combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from MSS (Mental Health and Substance Use Disorder Services), Sales, Customer Service, County Relations to root out additional providers, and provider data that may be missing from our network. The meeting highlights a different type of analysis every month. Some of the highlights since last year's filing include:</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 492 | 16 | 16 | 100 |
| Physical Medicine and Rehabilitation and Occupational Medicine | Cook | 1 | <p>UCare was able to make some progress on Physical Medicine and Rehab and Occupational Medicine access since our last filing. UCare was able to close gaps in the following counties: Beltrami, Big Stone, Lac Qui Parle, Lake of the Woods, and Roseau. A gap continues to exist in Cook county. UCare is contracted with all known Physical Medicine and Rehabilitation and Occupational Medicine providers in these areas. However, because of the low population density, we have sections of counties that are not within 60 miles of a Physical Medicine and Rehabilitation and Occupational Medicine provider. UCare validates the network gaps by using Medicare's Physician Compare Tool and web searches.</p> <p>UCare continues to work to increase access to members throughout our service area. Once a month, UCare's Provider Data & Network Analytics team hosts a Maximizing Provider Networks meeting for network stakeholders from across our organization. The team combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from MSS (Mental Health and Substance Use Disorder Services), Sales, Customer Service, County Relations to root out additional providers, and provider data that may be missing from our network. The meeting highlights a different type of analysis every month. Some of the highlights since last year's filing include:</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 145 | 83 | 83 | 100 |

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|--|---|---|--|------|----|----|-----|
| Pulmonary Disease | Beltrami, Cook, Lake Of The Woods, Marshall, Pennington, Roseau | 1 | <p>UCare is contracted with all known Pulmonary Disease providers in this area. However, we have sections of counties that are not within 60 miles of a Pulmonary Disease provider. UCare validates the network gaps by using Medicare's Physician Compare Tool and web searches.</p> <p>UCare continues to work to increase access to members throughout our service area. Once a month, UCare's Provider Data & Network Analytics team hosts a Maximizing Provider Networks meeting for network stakeholders from across our organization. The team combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from MSS (Mental Health and Substance Use Disorder Services), Sales, Customer Service, County Relations to root out additional providers, and provider data that may be missing from our network. The meeting highlights a different type of analysis every month. Some of the highlights since last year's filing include:</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 249 | 38 | 38 | 100 |
| Reconstructive Surgery | Beltrami, Cass, Clearwater, Cook, Hubbard, Itasca, Jackson, Koochiching, Lake, Lake Of The Woods, Lincoln, Lyon, Marshall, Nobles, Roseau, St. Louis, Yellow Medicine | 1 | <p>Since UCare's prior filing, Reconstructive Surgery physicians became available in areas that expanded access to Chippewa county. UCare is contracted with all known Reconstructive Surgery providers in the areas we currently have gaps in. However, we have sections of these counties that are not within 60 miles of a Reconstructive Surgery provider. UCare validates the network gaps by using Medicare's Physician Compare Tool and web searches.</p> <p>UCare continues to work to increase access to members throughout our service area. Once a month, UCare's Provider Data & Network Analytics team hosts a Maximizing Provider Networks meeting for network stakeholders from across our organization. The team combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from MSS (Mental Health and Substance Use Disorder Services), Sales, Customer Service, County Relations to root out additional providers, and provider data that may be missing from our network. The meeting highlights a different type of analysis every month. Some of the highlights since last year's filing include:</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 1101 | 25 | 25 | 95 |
| SUD (Chemical Dependency) - Inpatient | Big Stone, Cook, Kittson, Lac Qui Parle, Lake, Lake Of The Woods, Roseau, St. Louis | 1 | <p>Gaps still exist in some Northern counties, in Big Stone and Lac Qui Parle counties due to the ruralness of these areas. UCare validates the network gaps by using Medicare's Physician Compare Tool and web searches.</p> <p>UCare continues to work to increase access to members throughout our service area. Once a month, UCare's Provider Data & Network Analytics team hosts a Maximizing Provider Networks meeting for network stakeholders from across our organization. The team combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from MSS (Mental Health and Substance Use Disorder Services), Sales, Customer Service, County Relations to root out additional providers, and provider data that may be missing from our network. The meeting highlights a different type of analysis every month. Some of the highlights since last year's filing include:</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 252 | 53 | 53 | 100 |
| SUD (Chemical Dependency) - Outpatient | Cook, Kittson, Lake, Lincoln, Nobles, Pipestone, Rock, St. Louis, Yellow Medicine | 1 | <p>Gaps exist in the Arrowhead Region, the Northwest corner of Kittson county and in Southwest Minnesota for Outpatient SUD. UCare is contracted with all known SUD providers to cover these gaps. However, we have sections of these counties that are not within 60 miles of an Outpatient SUD provider. UCare validates the network gaps by using Medicare's Physician Compare Tool and web searches.</p> <p>UCare continues to work to increase access to members throughout our service area. Once a month, UCare's Provider Data & Network Analytics team hosts a Maximizing Provider Networks meeting for network stakeholders from across our organization. The team combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from MSS (Mental Health and Substance Use Disorder Services), Sales, Customer Service, County Relations to root out additional providers, and provider data that may be missing from our network. The meeting highlights a different type of analysis every month. Some of the highlights since last year's filing include:</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 186 | 52 | 52 | 95 |
| Thoracic Surgery | Becker, Beltrami, Big Stone, Chippewa, Clearwater, Cook, Cottonwood, Douglas, Grant, Hubbard, Jackson, Kandiyohi, Koochiching, Lac Qui Parle, Lake, Lincoln, Lyon, Mahanomen, Martin, Nobles, Otter Tail, Pennington, Polk, Pope, Red Lake, Redwood, Renville, St. Louis, Stevens, Swift, Traverse, Wilkin, Yellow Medicine | 1 | <p>UCare was able to make some progress on Thoracic Surgery access since our last filing. UCare was able to close gaps in the following counties: Blue Earth, Brown, Cass, Itasca, Kittson, Lake of the Woods, Marshall, Roseau, and Wabasha. UCare is contracted with all known Thoracic Surgery providers throughout Minnesota. However, due to the uniqueness of the specialty, it is typically offered in the population centers of the state. UCare validates the network gaps by using Medicare's Physician Compare Tool and web searches.</p> <p>UCare continues to work to increase access to members throughout our service area. Once a month, UCare's Provider Data & Network Analytics team hosts a Maximizing Provider Networks meeting for network stakeholders from across our organization. The team combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from MSS (Mental Health and Substance Use Disorder Services), Sales, Customer Service, County Relations to root out additional providers, and provider data that may be missing from our network. The meeting highlights a different type of analysis every month. Some of the highlights since last year's filing include:</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 2500 | 40 | 40 | 100 |
| Urology | Cook | 1 | <p>A Urology gap exists in the Eastern tip of the Arrowhead Region due to low population density. UCare validates the network gaps by using Medicare's Physician Compare Tool and web searches.</p> <p>UCare continues to work to increase access to members throughout our service area. Once a month, UCare's Provider Data & Network Analytics team hosts a Maximizing Provider Networks meeting for network stakeholders from across our organization. The team combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from MSS (Mental Health and Substance Use Disorder Services), Sales, Customer Service, County Relations to root out additional providers, and provider data that may be missing from our network. The meeting highlights a different type of analysis every month. Some of the highlights since last year's filing include:</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | 145 | 83 | 83 | 100 |

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| <p>Vascular Surgery</p> | <p>Cook, Koochiching, Lake, St. Louis</p> | <p>1</p> | <p>Gaps exist for Vascular Surgery in the Northern Region. The providers available in these regions are contracted; however, their locations do not meet the 60 mile radius coverage. UCare validates the network gaps by using Medicare's Physician Compare Tool and web searches.</p> <p>UCare continues to work to increase access to members throughout our service area. Once a month, UCare's Provider Data & Network Analytics team hosts a Maximizing Provider Networks meeting for network stakeholders from across our organization. The team combines quantitative claims and provider data analysis with qualitative observations and anecdotal evidence from MSS (Mental Health and Substance Use Disorder Services), Sales, Customer Service, County Relations to root out additional providers, and provider data that may be missing from our network. The meeting highlights a different type of analysis every month. Some of the highlights since last year's filing include:</p> <p>In Quarter 3-2021: Analyzed Complaints Appeals and Grievance trends In Quarter 4-2021: Studied Out of Network request trends In Quarter 1-2022: Examined Non-Participating Claims In Quarter 2-2022: Compared the CMS Medicare Supply File data to UCare provider data</p> <p>If newly available providers are identified, UCare will reach out for new contracting opportunities.</p> | <p>391</p> | <p>14</p> | <p>14</p> | <p>100</p> |
|-------------------------|---|----------|---|------------|-----------|-----------|------------|