

MANAGED CARE SYSTEMS

P.O. Box 64882, St. Paul, MN 55164-0882 Telephone: 651-201-5100 Email: health.managedcare@state.mn.us

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*
UnitedHealthcare Insurance Company	Choice Plus	MNN001	<select one=""></select>
Name	Title	Date	Enrollees in Network*
Patty Dumas	Regional Performance Mgr	5/19/2022	5763

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	We found no providers physically present in northeastern Aitkin County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories. Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialities. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare): conduct a virtual check in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.	1	0.02%	0%	100%
General Hospital facilities	Beltrami	1	We found no providers physically present in north Beltrami County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialities. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.	19	0.33%	0%	100%

	T		We found no providers physically present in central Cass County.				
General Hospital facilities	Cass	1	We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.	17	0.29%	0%	100%
General Hospital facilities	Clearwater	1	We found no providers physically present in north Clearwater County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual checkin with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.	2	0.03%	0%	100%
General Hospital facilities	Cook	1	We found no providers physically present in northwest and Northeast Cook County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.	5	0.09%	0%	100%

			We found no providers physically present in northwest Itasca County.				
General Hospital facilities	Itasca	1	We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.	40	0.69%	0%	100%
General Hospital facilities	Koochiching	1	We found no providers physically present in east central and west Koochiching County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only elecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.	10	0.17%	0%	100%
General Hospital facilities	Lake	1	We found no providers physically present in east central and west Lake County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.	1	0.02%	0%	100%

General Hospital facilities	Lake of the Woods	1	We found no providers physically present in southwest and northwest Lake of the Woods County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.	30	0.52%	0%	100%
General Hospital facilities	Marshall	1	We found no providers physically present in north central Marshall County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.	1	0.02%	0%	100%
General Hospital facilities	Roseau	1	We found no providers physically present in southwest and east Roseau County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.	5	0.09%	0%	100%

General Hospital facilities	St. Louis	1	as provider type lareve tie abinity to seek care intusiny via a teleratant visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.	321	5.57%	0%	100%
Primary Care providers	Beitrami	1	We found no providers physically present in northwest Beltrami County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.	19	0.33%	0%	100%
Primary Care providers	Cook	1	We found no providers physically present in northwest Cook County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.	5	0.09%	0%	100%

			We found no providers physically present northeast Lake County.				
Primary Care providers	Lake	1	We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.	1	0.02%	0%	100%
Primary Care providers	Lake of the Woods	1	We found no providers physically present in northwest and southwest Lake of the Woods County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.	30	0.52%	0%	100%
Primary Care providers	Marshall	1	We found no providers physically present in east Marshall County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual checkin with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.	1	0.02%	0%	100%

Primary Care providers	St. Louis	1	a provider using an adulo-video of nature-only electromistication system (surf- as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check- in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.	321	5.57%	0%	100%
Mental health providers	Beltrami	1	We found no providers physically present in North Beltrami County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telhealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual checkin with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.	19	0.33%	0%	100%
Mental health providers	Clearwater	1	We found no providers physically present in north Clearwater County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare), conduct a virtual checkin with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.	2	0.03%	0%	100%

Mental health providers	Cook	1	We found no providers physically present in northwest and northeast Cook County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analylics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.	5	0.09%	0%	100%
Mental health providers	ltasca	1	We found no providers physically present in northwest Itasca County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.		0.69%	0%	100%
Mental health providers	Kittson	1	We found no providers physically present in the majority of the Kittson County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.	1	0.02%	0%	100%

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

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

Allowable Waiver Reason Codes and Guidelines for Initial Approval

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

Reason Code 1:

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

Carriers must

- 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. NPPES 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:
 - 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:
 - 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
 - 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

- 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:

- 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.

Patty Dumas, Regional Performance Manager Name, Company, Title

5/20/2022 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	Koochiching	1	We found no providers physically present in the majority of Koochiching County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories. Quest Analytics, and Google searches. These bods are reliable, accurate, and correlate to the appropriate specialities. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider peha have the ability to seek care virtually via a teleheath visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtualVell, and Oncare); conduct a virtual check-in with provider susing a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication, in order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.	10	0.17%	0%	100%
Mental health providers	Lake	1	We found no providers physically present in northeast Lake County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialities. Where we found no providers, we tested our search results accomparison with other carriers' relevorks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a flected county for this provider type have the ability to seek care virtually via a telehealth visit with a reloved result of the provider using a nation-video or audio-only telecormunication system (such as Teladoc). Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images subsumited by the pelient; or visit an electronic provider-pelentel protrat lo regage in care communication, in croter to fill any identified gaps, we have an established internal process and tool which reports and coverage gaps or a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.	1	0.02%	0%	100%
Mental health providers	Lake of the Woods	1	We found no providers physically present in the majority of Lake in the Woods County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results accomparison with other carriers relevatives. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a revoked recomparison audio-video or audio-only telecommunication system (such as Teladoc). Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images substituted by the patient; or visit an electronic provider-patient proratio engage in care communication, in order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.	30	0.52%	0%	100%
Mental health providers	Marshall	1	We found no providers physically present in the northwest and east central Marshall County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialities. Where we found no providers, we tested our search results accomparison with other carteries relevorks. Where gaps have been identified, members in the affected county for his provider type have the ability to seek care virtually via a telehealth visit with a relevored county of the provider using a nation-video or audicio-nity descormanization system (such as Teladoc). Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient proratio engagien care communication, in order to fill any identified ages, we have an established internal process and tool which reports any coveraging page for all most places to the local market. The local network management team monitors these reports monthly and remediates accordingly.	1	0.02%	0%	100%

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Mental health providers	Roseau	1	We found no providers physically present in southwest Roseau County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly and leveraged in other markets nationwide. Searches are based on distance and texonomies that correlate to the appropriate specialists. Where we found no providers, we lessfact our search results via comparison with other carriers in sheutors. Where gaps have been identified, members in the affected county for this provider type have head belief to search intelligible, and contain the search of t	5	0.09%	0%	100%
Mental health providers	St. Louis	1	We found no providers physically present in north St. Louis County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These bools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialities. Where we found no providers, we tested our search results vaccomparison with other carriers' relevorks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via seleheath visit with a affected county for this provider type have the ability to seek care virtually via seleheath visit with a directed county for this provider cyne conduct a virtual check-in with providers using a recorded video and/or images usiontified by the periating of visit or experience of the conduction of the conduct	321	5.57%	0%	100%
Pediatric Services Providers	Aitkin	1	We found no providers physically present in east Alikin County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialities. Where we found no providers, we tested our search results vaccomparison with other carriers' relevorks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via et alteheath visit with a affected county for this provider sugne audio-volve levicamminication system (such as Teladoc). Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images using builtied by the patient; or visit an electronic provider-patient portal to regage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.	1	0.02%	0%	100%
Pediatric Services Providers	Becker	1	We found no providers physically present in northwest and central Becker County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialities. Where we found no providers, we tested our search results va comparison with other carriers' relevorks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a teleheath visit with a affected county for this provider type have the ability to seek care virtually via a teleheath visit with a radior images us brushied by the patient, or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps or an ornthity basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.	3	0.05%	0%	100%

Pediatric Services Providers	Beitrami	1	We found no providers physically present in the majority of the Beltrami County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly and the provider radius search tool, the national NPPES NPI registry, other publicly asserted to the provider of the publicly and the provider of the providers of the publicly asserted to the providers of the provider of the provider publicly when the provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, Virtually, and Oncare); conduct a virtual check-in with providers using a record video and/or images submitted by the patient; or visit an electronic provider-patient portat to engage in care communication. In order to fill any identified agas, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.	19	0.33%	
Pediatric Services Providers	Big Stone	1	We found no providers physically present in all of Big Stone County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These books are reliable, accurate, and everaged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialities. Where we found no providers, we tested our search results via comparison with other carriers' retworks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via selekeath visit with a affected county for this provider lype have the ability to seek care virtually via teleheath visit with a direct or aution of the provider using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any overage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.	4	0.07%	
Pediatric Services Providers	Carlton	1	We found no providers physically present in southwest Carlton County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and teveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialities. Where we found no providers, we tested our search results van comparison with other carriers' reheavles. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a teleheath visit with a affected county for this provider type have the ability to seek care virtually via a teleheath visit with a director, in vitable, with a provider using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portatio engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The bocal network management team monitors these reports monthly and remediates accordingly.	13	0.23%	
Pediatric Services Providers	Cass	1	We found no providers physically present in west Cass County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and correlate to the appropriate specialities. Where we found no providers, we tested our search results vaccomparison with other carriers' relevorks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a affected county for this provider sign audio-video or audio-orhyl telecommunication system (such as Teladoc). Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified agas, we have an established internal process and tool which reports any overage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.	17	0.29%	

Pediatric Services Providers	Спіррема	We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Soogle searchers. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specializes. Where we found no providers, we tested our search results of a comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider byte hase the shall byte one seek care virtually via a telebetal his viature and audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, Virtually all, and Oncare); counties are described in the provider using an audio-video or audio-only telecommunication in order to fill any identified agas, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.
Pediatric Services Providers	Cook	We found no providers physically present in all of Cook County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialities. Where we found no providers, we tested our search results of the comparison with other carrier's relevances. Where gas have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an acide-video or audior-by telecommunication system (such as a Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient protate lo engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team mornitors these reports monthly and remediates accordingly.
Pediatric Services Providers	Faribault	We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search toot, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwides. Searches are based on distance and taxonomies that correlate to the appropriate specialities. Where we found no providers, we tested our search results of the appropriate specialities. Where we found no providers, we tested our search results of the appropriate specialities. Where we found no providers, we tested our search results affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audior-byte decrementation system (such as a Teladoc, Doctors on Demand, virtuit/vial, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; ovid sia neticition provider-patient proratios engage in care communication, in order to fill any identified gags, we have an established internal process and tool which reports any coverage gaps or a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.
Pediatric Services Providers	Nasca	We found no providers physically present in north and south Itasca County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwise. Searches are besed on distance and taxonomies that correlate to the appropriate specialities. Where we found no providers, we tested our search results of a comparison with other carrier's networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth vist with a provider using an acido-video or audior-byte decremanication system (such as a Fetadoc, Doctors on Demand, virtuit/viit, and Oncare); conduct a wirtual check-in with providers using a recorded video and/or images submitted by the patient; ovi ski an electricine provider-petate provides and or images usbruited by the patient; ovi ski an electricine provider-petate provides and or images usbruited by the patient; ovi ski an electricine provider specials internal process and tool which reports any coverage gaps or a monthly basis to the local market. The local network in the local market. The local network in the local market. The local network is the local market. The local network is a second or local trained in the local market. The local network is a local trained in the local market. The local network is a local trained in the local market. The local network is a local trained in the local market. The local network is a local trained in the local market. The local network is a local trained in the local market is a local trained in the local market. The local network is a local trained in the local market in the local market is a local trained in the local market in the local market is a local trained in the local market is a local trained in the l

Pediatric Services Providers	Jackson	We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPE'S NPI registry, other publicly available directories, Queet Analytics, and Soogle searchess. These books are reliable, socrately, and severaged in other markets nationwide. Searches are based on distance and taxonomies that, correlate to the appropriate specialistic. Where we found no providers, we lessed our search results (as comparison with other carriers' networks. Where gaps have been identified, members in the 1 afforded county for this provider please the sale little search results are provider using an audio-video or audio-only belocommunication system (such as Teladoc, Doctors on Demand, Virtual Vigil, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication, not order foll any otherwise were an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these exports monthly and remediates accordingly.
Pediatric Services Providers	Kanabec	We found no providers physically present in north Kanabec County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwise. Searches are based on distance and taxonomies that correlate to the appropriate specialities. Where we found no providers, we tested our search results or correlate to the appropriate specialities. Where we found no providers, we tested our search results or acomparison with other carrier's networks. Where again have been identified, emembers in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audion-vite decommunication system (such as Teladace, Doctors on Demand, Virtuit/Veil, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-petient proratio engage in care communication. In order to fill any identified ages, we have an established internal process and tool which reports any coverage ages or a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.
Pediatric Services Providers	Kittson	We found no providers physically present in the majority of the Kittson County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwise. Searches are based on distance and taxonomies that correlate to the appropriate specialities. Where we found no providers, we tested our search results of a comparison with other carriers' relevances. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audion-tyle decommunication system (such as Teladoc, Doctors on Demand, VirtuiWell, and Oncare); conduct a withai check-in with providers using a recorded video and/or images submitted by the patient; ovel kat electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports are coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.
Pediatric Services Providers	Koochiching	We found no providers physically present in all of the Koochiching County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search toot, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwise. Searches are based on distance and taxonomies that correlate to the appropriate specialities. Where we found no providers, we tested our search results or comparison with other carriers' relevances. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth wist with a provider using an acidic-video or audio-video evaluation-distinguish providers using an acidic-video or audio-video audior images submitted by the patient; over six an electrical provider susing a recorded video and/or images usualitied by the patient; over six an electrical provider susing a recorded video and/or images usualitied by the patient; over six an electrical provider susing a recorded video and/or images usualitied by the patient; over six an electrical provider susing a recorded video and/or images usualitied by the patient; over six an electrical providers using a recorded video and/or images usualitied by the patient; over six and electrical providers using a recorded video and/or images usualities and one of the patient are communication. In order to fill any identified ages, we have an established internal process and tool which reports are coverage gaps on a monthly basis to the local market. The local network was a stablished internal process and tool which reports are coverage gaps on a monthly basis to the local market. The local network was a stablished internal process and tool which reports are coverage gaps on a monthly basis to the local market. The local network.

Pediatric Services Providers	Lac Qui Parle	We found no providers physically present in north Lac Quil Parle County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialities. Where we found not providers, we tested our search results via comparison with other carriers networks. Where ages have been identified, members in the affected county for this provider by the web the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified agaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.
Pediatric Services Providers	Lake	We found no providers physically present in the majority of the Lake County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Cluest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialities. Where we found no providers, we tested our search results and comparison with other carriers nativents. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a teleheath visit with a provider using an audovideor or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuiVell, and Oncaer); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-pleatine protat to engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market.
Pediatric Services Providers	Lake of the Woods	We found no providers physically present in north and south Lake of the Woods County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialities. Where we found no providers, we tested our search results of the appropriate specialities. Where we found no providers, we tested our search results affected county for this provider type have the ability to seek care virtually via a teleheath visit with a provider using an audo-video or audio-ray telecommunication system (such as Teladoc, Doctors on Demand, VirtuiVell, and Oncaer); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient, or visit an electronic provider-pleatine protat to engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market.
Pediatric Services Providers	Marshall	We found no providers physically present in northwest Marshall County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialities. Where we found no providers, we tested our search results of the appropriate specialities. Where we found no providers, we tested our search results affected county for this provider type have the ability to seek care virtually via a teleheath visit with a provider using an audio-video or audio-risy telecommunication system (such as Teladoc, Doctors on Demand, VirtuVell, and Oncaer); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-pleatine protat lo engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market.

Pediatric Services Providers	Martin	We found no providers physically present in the majority of the Marshall County. We use a variety of tools to determine if there is a reterant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These loots are reliable; accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialities. Where we found not providers, we these tod us search results via comparison with other carriers' networks. Where ages have been identified, members in the affected countly for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gage, we have an established internal process and tool which reports any overage gags on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.	
Pediatric Services Providers	Mille Lacs	We found no providers physically present in northeast Mille Lacs County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwides searches are based on distance and taxnonmies that correlate to the appropriate specialities. Where we found no providers, we tested our search results to comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a teleheath visit with a provider using an audicul-video or audio-orhy telecommunication system (such as Teladoc, Doctors on Demand, VirtualVel, and Oncare); conduct a virtual check-in with providers using a recorded video and/or mages submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market.	
Pediatric Services Providers	Pine	We found no providers physically present in the majority of the Pine County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialities. Where we found no providers, we tested our search results of the appropriate specialities. Where we found no providers, we tested our search results affected county for this provider type have the ability to seek care virtually via a teleheath visit with a provider using an audio-video or audio-orhy telecommunication system (such as Teladoc, Doctors on Demand, Virtual/Vel, and Oncare); conduct a virtual check-in with providers using a recorded video and/or mages submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market.	
Pediatric Services Providers	Roseau	We found no providers physically present in southwest Roseau County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and transnomies that correlate to the appropriate specialities. Where we found no providers, we tested our search results our comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a teleheath visit with a provider using a naude-video or audio-orhy telecommunication system (such as Teladoc, Doctors on Demand, Virtual/Vel, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electorion provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market.	

Pediatric Services Providers	St. Louis	We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories. Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nation/wides. Searches are based on distance and transcriners that correlate to the appropriate specialities. Where we found no providers, we tested our search results correlate to the appropriate specialities. Where we found no providers, we tested our search results are comparison with other carriers reflexives. Where gaps have been identified, members in the affectived county for this provider type have the selbility to seek care visually tas a televisorial to a total search and the search results are searched video and or mages submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order toff ill any identified gaps, we have sen an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monthors these reports monthly and remediates accordingly.
Pediatric Services Providers	Stevens	We found no providers physically present in the majority of Stevens County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories. Quest Analytics, and Google searches. These bods are reliable, accurate, and leveraged in other markets nationwise. Searches are based on distance and taxonomies that correlate to the appropriate specialities. Where we found no providers, we tested our search results of a comparison with other carrier's networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audior-lyte decromanication system (such as a Feladoc, Dectors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the pelatent; or visit an electricine provider-pelater protat to engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.
Pediatric Services Providers	Swift	We found no providers physically present in the majority of the Swift County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search toot, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwise. Searches are based on distance and taxonomies that correlate to the appropriate specialities. Where we found no providers, we tested our search results of a comparison with other carrier's networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an acide-video or audior-lyte decoraminacian system (such as Felakoc). Doctors on Demand, VirtuWell, and Oncare), conduct a withuil check-in with providers using a recorded video and/or images submitted by the patient; or visit an electricine provider-patient provide page in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.
Pediatric Services Providers	Traverse	We found no providers physically present in the majority of the Traverse County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search toot, the national NPPES NPI registry, other publicly available directories. Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwise. Searches are based on distance and taxonomies that correlate to the appropriate specialities. Where we found no providers, we tested our search results of the comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an aduct-video or audior-by telecommunication system (such as Teladoc, Doctors on Demand, VirtuitVell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient or visit an electronic provider-patient protate longage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local network the local network management team monitors these reports monthly and remediates accordingly.

Pediatric Services Providers	Watonwan	We found no providers physically present in southwest Watonwan County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available deficitories, Quest Analytics, and Coago lessen/tess. There bods are reliables, accurate, and leveraged in other markets nationwise. Searches are based on distance and taxonomies that correlate to the appropriate specialities. Where we lound no providers, we tesseld our search results our comparison with other carriers instructives. Where gape have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehability will be a factorial or the provider type have the ability to seek care virtually via a telehability will be a factorial or the provider type have the ability to seek care virtually via a telehability will be a factorial or the provider type have the ability to seek care virtually via a telehability will be a factorial or the provider type have the ability to seek care virtually via a telehability will be a factorial or the provider type have the ability to seek care virtually via a telehability will be a factorial or the provider type have the ability to seek care virtually via a telehability will be a factorial or the provider type have the accordance of the providers using a recorded video and or the provider type have the accordance of the providers using a recorded video and or the provider type have the accordance of the providers using a recorded video and the providers using a recorded vid
Pediatric Services Providers	Yellow Medicine	We found no providers physically present in the north Yellow Medicine County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialities. Where we found no providers, we tested our search results or affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-wideo or audior-by telecommunication system (such as Teladoc, Dectors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.
Allergy, Immunology and Rheumatology	,Cook,Koochiching,Lake,St. Louis	We found no providers physically present in the entire county of Cook, the majority of county Koochiching, East Lake, and Northwest St. Louis. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national MPPES NPI registry, other publicity available directories, Quest Analytics, and Google searchess. These books are reliable, accurate, and considered to the appropriate spocialities. Where we found no providers, we tested our search results vaccinated to the appropriate spocialities. Where we found no providers, we tested our search results vaccinated to the composition with other carrier's networks. Where gap have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audior-byt telecommunication system (such as Teladoc). Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient protat los engages in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.
Anesthesiology Physicians and Certified Registered Nurse Anesthetists	,Cook,Lake,Roseau	We found no providers physically present in the majority of Cook county, the Northeast portion of Lake county and the Northern portion of Roseau County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwise. Searches are based on distance and taxonomies that correlate to the appropriate specialities. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gap have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit this a provider using an audio-video or audior-byt leconominuciation system (such as Teladoc). Doctor on Demand, VirtuWell, and Oncare): conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient protat to engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.

Cardiac Surgery	Altkin,Beltrami,Big Stone,Carlton,Cass,Chippewa,Cook,Crow Wing,Grant,Itasca,Kandiyohi,Kittson,Kooc hiching,Lake,Lake Of The Woods,Linconi,Lyon,Pine,Pope,Renville,R oseau,St. Louis,Stevens,Swift,Traverse,Yellow Medicine	We found no providers physically present in the Majority of Alikin county, Northeast Bettrami, East Big Stone, the entire county of Carlton, southeast Cass, Majority of county Chippewa, entire county Cook, North Crow Wing, Southwest Gantylon, north Kitson, Majority of Koochiching county, Majority of Lac qui Parie, entire county of Lake, Majority of Lake of the Woods, Majority of Lincoin, Northwest Lyon, North Pine, Majority of Pol. Lake of the Woods, Majority of Lincoin, Northwest Lyon, North Pine, Majority of Selvens, Majority
Cardiovascular Disease	Cook	We found no providers physically present in the majority of Cook County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialists. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider post pake the ability to seek care virtually via a telehelath via with a provider using an audia-video or audio-only telecommunication system (carch as Telefaco, Dectors on additional control of the provider of the provider post pakes to the provider pa
Colon and Rectal Surgery	Altkin, Beckor, Beltrami, Big Stone, Blue Earth, Brown, Cass, Chippowa, Clearwater, Cook, Cattonwood, Crow Wing, Douglas, Faribauli, Grant, Hubbard, Itas ca., Jackson, Mandyohl, Kittson, Noochiching, Lac Qui Parte, Lake, Lake Of The Woods, Lincoln, Lyon, Marshall, Martin, Murray, Nicolles, Nobles, Otter Tail, Pannington, Polk, Pope, Red Lake, Renville, Roseau, St. Louis, Stevens, Swift, Todd, Traverse, Waden a, Watonwan, Wilkin, Yellow Medicine	We tourn to providers prysically present in the majority of nation county. East sectors, the entire County of Beltram in the entire county of Big Stone, Southwest Blue Earth, Majority of Brown, Majority of Cass, the entire county of Chippewa, the entire county of County of Cook, the entire county of Jackson, Southwest Kandyority, the entire county of Douglas, Majority of Douglas, Majority of Statistant, the entire county of Jackson, Southwest Kandyority of Kittson, the entire county of Statistant, the entire county of Lack of the Woods, Majority of Lincon, Majority of Lyon, East Mahomman, the entire county of Martin, Majority of Murray, Northwest Nicollet, East Nobles, Majority of Clark, the entire county of Martin, Majority of Murray, Northwest Nicollet, East Nobles, Majority of Clark, the entire county of Martin, Majority of Nitray, Northwest Nicollet, East Nobles, Majority of Otter Tall, the entire county of Martin, Majority of Nitray, Northwest Nicollet, East Nobles, Majority of Otter Tall, the entire county of Redwood, Majority of Remille, the entire county of Redwood, Majority of Remille, the entire county of Stones, Majority of St. Louis, the entire county of Wadorn, and the entire county of Wadorn, Stones, Majority of Wadorn, Northeast Wilkin, the entire county of Wadorn, the entire county of Wadorn, Stones, Majority of Wadorn, Northeast Wilkin, the entire county of Wadorn, the entire county of Wadorn, Stones, Majority of Wadorn, Northeast Wilkin, the entire county of Wadorn, Stones, Majority of Wadorn, Northeast Wilkin, the entire county of Wadorn, Wad
Pediatric Dental Care	Aitkin, Beitrami, Bilg Stone, Cass, Cook, Itasca, Kittson, Lake, Lake Of The Woods, Lincoln, Lyon, Marshall, Murray, Pipe stone, Redwood, Roseau, St. Louis, Traverse, Yellow Medicine	We found no providers physically present in the majority of Altikin county, Northwest Beltrami, West Bilg Stone, East Cass, the entire county of Cock, East Itasca, Majority of Kittson, West Lac Qui Parle, Majority of Laie, Majority of Laie, Majority of Laie, Majority of Laie, Majority of Pipestone, Southwest Radwood, Majority of Roseau, Central St. Louis, Southwest Ponnigton, Majority of Pipestone, Southwest Rodwood, Majority of Roseau, Central St. Louis, Southwest Provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and teveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialities. Where we found no providers, we tested our search results via occuparison with other carriers inevitories. Where gaps have been identified, emembers in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-riving telegraphic provider using an audio-video or audio-riving telegraphic provider using an audio-video or audio-riving telegraphic providers using a recorded video and/or images submitted by the patient, or visit an electronic provider-patient protat to engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local amaker. The local network management team monitors these reports monthly and remediates accordingly.

Dermatology	Cook,Lake	1	We found no providers physically present in the the entire county of Cook and the east portion of Lake county. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool. He national NPES NPI registry, other publicly related to the provider state of the		
Endocrinology	,Cook,Jackson,Koochiching,Lake,Nobles,S t. Louis	1	We found no providers physically present in the entire county of Cook, South Jackson, Majority of Koochiching, East Lake, Southeast Nobies, and Northwest St. Louis county. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our infermed provider radius search toot, the national APPES NP (registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and teveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers relevorks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a reprovider using a nation-video or audico-nyt lelecorminuctation system guich as Teladoc. Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.		
Gastroenterology	"Beltrami, Cook, Kittson, Koochiching, Lake, L ake Of The Woods, Marshall, Otter Tall, Roseau, St. Louis	1	We found no providers physically present in Northwest and Northeast Beltrami county, Majority of Cook, Majority of Kittson, Majority of Koochiching, Northeast Lake, the entire county of Lake of the Woods, Northeast Marshall, North Other Tail, Majority of Roseau, and Northwest St. Louis. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national MPPES NPI registry, other publicly available directions. Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialises. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider pheast the allity to seek care virtually was a teleheath wist with a provider using an audic-video or audio-orly telecommunication system (such as Teladoc, Doctors Demand, Virtude), and Oncarejo, conduct as virtude check-in with providers using a recorded video and/or images submitted by the patient; or vist an electronic provider-patient portal to engage in care communication, in orde to fill any identified gaps, we have an established internal process and cod which reports any coverage gaps on a morthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.		
General Surgery	Cook	1	We found no providers physically present in the majority of Cook county. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national MPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialities. Where we found no providers, we tested our search results accomparison with other carriers relevorks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a affected county for this provider using a valido-vide or audio-only telecommunication system guest as Teladoc Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to regage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.		

Genetics	Altkin, Becker, Beltrami, Big Stone, Blue Earth, Brown, Carlton, Cass, Chippewa, Clear water, Cook, Cottonwood, Crow Wing, Douglas, Faribault, Grant, Hubbard, Itas ca, Jackson, Nanabee, Kandiyohi, Kitson, Ko ochiching, Lake, Lake Of The Woods, Lincoin, Lyon, Mahnomen, Marshall, Martin, Murray, Nicollet, Nobles, Otter Tail, Pine, Polk, Pepe, Renville, Red Lake, Redwood, Roseau, St. Louis, Silbey, Stevens, Swift, Todd, Traverse, Wadena, Watonwan, Wilkin, Yellow Medicine	We tourn to provides physiciany present in the majority of Alikin County. East Elecker, the entire county of Beltrami, the entire county of Cartino, Majority of Cass, Majority of Chippewa, the entire county of Cartino, Majority of Cass, Majority of Chippewa, the entire county of Cartino, Majority of Crow Majority of Chippewa, the entire county of Dock, the entire county of Cottanwood, Majority of Crow Ming, Majority of Douglas, Majority of Faribauti, Majority of Grant, the entire county of Ilasca, the entire county of Alicakon, Northeast Kanabec, Southwest Kandylosh, the entire county of Ilasca, the entire county of Lack on the Woods, Majority of Linco, Majority of Marshall, the entire county of Majority of Pennington, Majority of Jinco, Majority of Linco, Majority of Pennington, Majority of Review, Majority of Rev
Nephrology	Cook,Lake	We found no providers physically present in the entire county of Cook and the eastern portion of Lake county. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialities. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a teleheath visit with a provider using an audio-video or audio-orly telecommunication systems (use has Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market.
Neurology and Neurological Surgery	Cook,Lake	We found no providers physically present in the entire county of Cook and the eastern portion of Lake county. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialities. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a teleheath visit with a provider using an audicul-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portat to engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market.
Obstetrics and Gynecology	Cook	We found no providers physically present in the majority of Cook county. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxnormies that correlate to the appropriate specialities. Where we found no providers, we tested our search results to comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audicul-video or audico-ruly telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.

Oncology	Cook,Lake	We found no providers physically present in the entire county of Cook and the eastern portion of Lake county. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialities. Where we found no providers, we lested our search results via comparison with other carriers instructs. Where use found no providers use lested our search results via comparison with other carriers instruction. Where use the provider using an audio-video or audio-only telecommunication system (such as Teledacc, Declores on andio-instruction or audio-only telecommunication system (such as Teledacc, Declores on andio-instruction or audio-only telecommunication system (such as Teledacc, Declores on andio-instruction or audio-instruction or audio-only telecommunication system (such as Teledacc, Declores on andio-instruction) and on the provider using an audio-video or audio-only telecommunication system (such as Teledacc, Declores on andio-instruction) and on the provider of the provid
Ophthalmology	Cook	We found no providers physically present in the majority of Cook county. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories. Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwise. Searches are based on distance and taxonomies that correlate to the appropriate specialities. Where we found no providers, we tested our search results via comparison with other carriers invelvoris. Where gaps have been identified, emembers in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncard), conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication, in order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.
Orthopedic Surgery	Cook	We found no providers physically present in the majority of Cook county. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories. Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwise. Searches are based on distance and taxonomies that correlate to the appropriate specialities. Where we found no providers, we tested our search results via comparison with other carriers invelvoris. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-off yelecorrumnication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncard), conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient, or visit an electronic provider-patient protat to engage in care communication. In orde to fill any identified gapes, we have an established internal process and tool which reports any coverage gape on a monthly base to the local makent. The local network management team monitors these reports monthly and remediates accordingly.
Otolaryngology	Beltrami,Cook,Koochiching,Lake,Lake Of The Woods	We found no providers physically present in Northeast Beltrami county, the entire county of Cook, Northwest Koochiching, East Lake, and East Lake of the Woods. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories. Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialities. Where we found no providers, we tested our search results or comparison with other carrier's relevories. These there were the comparation of the provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-Vedoor audio-rily telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the petitient or visit an electronic provider-patient proat to engage in care communication. In order to fill any identified agas, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.

Pediatric Specialty Providers	Beltrami, Cook, Kittson, Koochiching, Lake, Lake Of The Woods, Roseau, St. Louis	1	We found no providers physically present in Northeast Beltrami, the entire county of Cook, North Kittson, Majority of Koochiching, East Lake, Majority of Lake of the Woods, Northwest St. Louis, and North Roseau county. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directions, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialities. Where we down do no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to see Acce virtually via a telehealth wisk with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuVell, and Oncare); conduct a virtual check-in with provider using a recorded video and/or images submitted by the patient, or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified apps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.		
Physical Therapy, Occupational Therapy and Speech Therapy	Cook,Kittson,Lake Of The Woods,Roseau	1	We found no providers physically present in East Cook county, North Kittson, Majority of Lake of the Woods, and Northeast Roseau. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are gased on distance and taxonomies that correlate to the appropriate specialities. Where we found no providers, we tested our search results via comparison with other carriers rehevorks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a faffected county for this provider is used unick-order or sudic-order late of the provider sugner sudic-order or sudic-order late or sudic-order late or sudic-order late or sudicional type constitutions and control or sudicional type control o		
Physical Medicine and Rehabilitation and Occupational Medicine	Cook,Kittson,Lake Of The Woods,Roseau	1	We found no providers physically present in East Cook county, North Kittson, Majority of Lake of the Woods, and North Roseau. We use a variety of tools to determine if there is a relevant provider located in the geographical area, notuling our internal provider radius search tool, the national NPEEs NP (registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialities. Where we found no providers, we tested our search results via comparison with other carriers rehevorks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a reprovider using a audio-video or audio-only telecommunication system guich as Teladoct. Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified ages, we have an established internal process and tool which reports any overage ages on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.		
Pulmonary Disease	Beltrami,Cook,Lake Of The Woods,Marshall,Roseau	1	We found no providers physically present in the Northwest Beltrami county, East Cook, Majority of Lake of the Woods, East Marshall, Northeast Pennington, and the Majority of Roseau county. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPES by Piregistry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and teveraged in other markets rationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialities. Where we found no providers, we tested our search results via comparison with other carriers rehevorks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a fill continuous control of the provider sugnet analici-video or audic-only telecommunication system guichas Teladoch. Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified ages, we have an established internal process and tool which reports any coverage ages on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.		

Reconstructive Surgery	Becker, Beltrami, Cass, Clearwater, Cook, Hu bbard, Itasca, Jackson, Koochiching, Lake, La ke Of The Woods, Lincoln, Lyon, Mahnomen, Marshall, Murray, Nobles, Pennin gton, Polk, Red Lake, Roseau, St. Louis, Yellow Medicine	We found no providers physically present in the Northeast portion of Becker county, the entire county of Beltrami, North Cass, the entire county of Clearwater, the entire county of Coxk, Majority of Hubbard, West Itaaca, Southwest Jackson, Majority of Koochiching, East Lake, the entire county of Lake of the Woods, Southeast Lincoh, Majority of Lyon, East Mahroman, East Marshall, Central Murray, East Nobes, East Pennington, East Polis, East Red Lake, Majority of Roseau, Northwest St. Louis, and South Yellow Medicine county. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and traxonomies that correlate to the appropriate specialities. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audior-by teleocommunication system (such as Teladac), Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provides-padage in care communication. In order to fill any identified ages, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.
Thoracic Surgery	Beltrami,Big Stone,Chippewa,Cook,Cottonwood,Dougla s,Grant,Kandiyohi,Koochiching, Lac Qui Parle, Lake, Lincoin, yon,Murray, Otter Tail,Pine,Pope,Redwood,Renville,St. Louis,Stevens,Swift,Traverse,Yellow Medicine	We found no providers physically present in the Eastern portion of Beltrami county, the entire county of Big Stone, Majority of Chippewa, the entire county of Cook, Majority of Cottonwood, Majority of Lage, Majority of Grant, Scuthwest Kandyloyh, Majority of Koochiching, the entire county of Lage, Majority of Carde, Scuthwest Kandyloyh, Majority of Chochiching, the entire county of Lage Majority of Lake, Majority of Lincoln, Majority of Lyon, Northeast Murray, South Other Tall, Central Pine, Majority of Pope, Majority of Redwood, Northwest Remille, North St. Louis, the entire county of Stevens, Majority of Swift, Majority of Traverse, the entire county of Yellow Medicine. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and teveraged in other markets nationwides. Searches are based on distance and taxonomies that correlate to the appropriate specialities. Where we found no providers, we tested our search results via comparison with other carrier's relevants. Where gash rave been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audior-by telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient provides and or images place in continued by the patient ric visit an electronic provider-patient provides and or images under the own amonthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.
Urology	Cook,Koochiching,St. Louis	We found no providers physically present in the Majority of Cook county, Majority of Koochiching, and Northwest St. Louis county. We use a variety of tools to determine if there is a relevant provider including our internal provider radius search toot, the national NPPES NPI registry, other publicly available directories. Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialities. Where we found no providers, we tested our search results via comparison with other carriers relevants. Alter the provider using an audio-video or audior-byte communication system (such as Tedadoc, Doctors on Demand, VirtuWell, and Oncare): conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient provides using an according or communication. In order to fill any identified ages, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.
	Beltrami, Cook, Kittson, Koochiching, Lake, Lake Of The Woods, Roseau, St. Louis	We found no providers physically present in Northeast Beltrami, East Cook, North Kittson, Majority of Koochiching, Northeast Lake, Majority of Lake of the Woods, North Roseau, and Northwest St. Louis county. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPEs NPI registry, other publicly available directories, Quest Analytics, and Google searchess. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that of create to the appropriate specialises. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a teleheath twis this a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Obcarejs; conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified agas, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.

Home Health Care Agency	Cook,Lake,Lake Of The Woods,Roseau	We found no providers physically present in the entire county of Cook, East Lake, Majority of Lake of the Woods, and Northeast Roseau county. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate speciatilies. Where we found no providers, we tested our search results via comparison with other carriers networks. Where gas have been identified, members in the affected county for this provider type have the ability to seek care virtually via a teleheath visit with a provider using an audio-video or audio-riny telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient protat to orgage in care communication. In order to fill any identified gaps, we have an established internal processes and tool which reports any coverage gaps on a monthly basis to the local market. The local metwork management team monitors these reports monthly and remediates accordingly.
SUD (Chemical Dependency) - Inpatient	Beltrami	We found no providers physically present in central Beltrami County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxnonmies that correlate to the appropriate speciatiles. Where we found no providers, we tested our search results our parison with other carriers networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a teleheath visit with a provider using an audicideor audicorinty telecommunication system (such as Teladoc, Doctors on Demand, VirtuiVell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market. The local market. The local network mariagement team monitors these reports monthly and remediates accordingly.
SUD (Chemical Dependency) - Inpatient	Lake Of The Woods	We found no providers physically present in central Lake of the Woods County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialities. Where we found no providers, we tested our search results our comparison with other carriers networks. Where gas have been identified, members in the affected county for this provider type have the ability to seek care virtually via a teleheath visit with a provider using an audio-video or audio-riory telecommunication system (such as Teladoc, Doctors on Demand, VirtuiVell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified agas, we have an established internal process and tool which reports any coverage gas on a monthly basis to the local market.
SUD (Chemical Dependency) - Inpatient	Roseau	We found no providers physically present in northeastern Roseau County. We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialities. Where we found no providers, we tested our search results our ourparison with other carriers networks. Where gas have been identified, members in the affected county for this provider type have the ability to seek care virtually via a teleheath visit with a provider using an audic-video or audic-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuVell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and tool which reports any coverage gaps on a monthly basis to the local market.

SUD (Chemical Dependency) - Outpatient	Kittson	We found no providers physically present in western Kittson County. We use a variety of tools to determine if there is a relevant provider located in the geographical as including our internal provider radius search tool, the national NPPES NIPI registry, other publish, available directionies, Quest Analytics, and Google searches. These tools are reliable, accurate, a leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialities. Where were found no providers, we tested our search result via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care witually via a telehealth vist with provider using a naudio-video or audio-only telecommunication system (such as Teladoc, Dozon Demand, Vittiviell, and Oncare); conduct a vitriual reheck-in with provider using a recorded vide and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in communication. In order to fill any identified gaps, we have an established internal process and which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly.	nd d state of the	
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