MANAGED CARE SYSTEMS
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Request for Waiver

Plan Year: **2024**

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>*
Name	**Title**	**Date**	**Enrollees in Network***
Manny Munson-Regala	Regulatory Lead	8/25/2023	*3190*

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 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.	*2*	*0.0*	*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 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.	*11*	*0.3*	*0*	*100*

General Hospital facilities	*Cass*	*1*	We found no providers physically present in central 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 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.	*11*	*0.3*	*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 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.	*6*	*0.2*	*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.	*4*	*0.1*	*0*	*100*

General Hospital facilities	Itasca	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 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.	8	0.3	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 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.	4	0.1	0	100
General Hospital facilities	Lake	1	We found no providers physically present in east 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.	2	0.1	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.	0	0.0	0	100
General Hospital facilities	Marshall	1	We found no providers physically present in north and 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 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	0.0	0	100
General Hospital facilities	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 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	0.0	0	100

General Hospital facilities	*St. Louis*	*1*	We found no providers physically present in north and southwest 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 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.	*223*	*7.0*	*0*	*100*
Primary Care providers	*Beltrami*	*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.	*11*	*0.3*	*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.	*4*	*0.1*	*0*	*100*

Primary Care providers	*Lake*	*1*	We found no providers physically present 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 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.	2	0.1	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.	0	0.0	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 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	0.0	0	100

Primary Care 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 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.	223	7.0	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 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.	11	0.3	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 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.	6	0.2	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 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.	4	0.1	0	100
Mental health providers	*Kittson*	*1*	We found no providers physically present in central 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 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	0.0	0	100
Mental health providers	*Koochiching*	*1*	We found no providers physically present in eastern 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 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.	4	0.1	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 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.	2	0.1	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.

<u>Reason Code 1:</u>

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

<u>Reason Code 2:</u>

Provider does not meet carrier's credentialing requirements.

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

<u>**Reason Code 3:**</u>

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

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

<u>**Reason Code 4:**</u>

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

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

Allowable Waiver Reason Codes and Guidelines for Subsequent Approval (Renewals)
In accordance with 62K.10 Subd. 5 (d), waivers will automatically expire after one year.
Carriers seeking identical, subsequent waivers for plan year 2022 will be required to show steps taken to address network inadequacies in plan year 2021 (see below).

<u>**Reason Code 1:**</u>

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

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

<u>**Reason Code 2:**</u>

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

<u>**Reason Code 3:**</u>

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

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

<u>**Reason Code 4:**</u>

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.

Manny Munson-Regala, UnitedHealthcare, Regulatory Le: 4/26/2023
Name, Company, Title   **Date Attestation Signed**

Provider Type	County	Reason Code	Notes	Affected Enrollees*	Percent Total Enrollees Affected	Percent Not Covered*	Percent Available Providers Included in Network
Mental health providers	*Lake Of The Woods*	*1*	We found no providers physically present in northern 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 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*	*0.0*	*0*	*100*
Mental health providers	*Marshall*	*1*	We found no providers physically present in eastern 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.	*0*	*0.0*	*0*	*100*
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 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*	*0.0*	*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 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.	*223*	*7.0*	*0*	*100*

Pediatric Services Providers	*Aitkin*	*1*	We found no providers physically present in east 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 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.	*2*	*0.1*	*0*	*100*
Pediatric Services Providers	*Beltrami*	*1*	We found no providers physically present in northern 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.	*11*	*0.3*	*0*	*100*
Pediatric Services Providers	*Cook*	*1*	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 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.	*4*	*0.1*	*0*	*100*
Pediatric Services Providers	*Itasca*	*1*	We found no providers physically present in north 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 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.	*8*	*0.3*	*0*	*100*

Pediatric Services 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 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	0.0	0	100
Pediatric Services 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 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.	4	0.1	0	100
Pediatric Services Providers	*Lake*	*1*	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, 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.	2	0.1	0	100
Pediatric Services Providers	*Lake Of The Woods*	*1*	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 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	0.0	0	100

Pediatric Services Providers	*Marshall*	*1*	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 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*	*0.0*	*0*	*100*
Pediatric Services 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 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*	*0.0*	*0*	*100*
Pediatric Services Providers	*St. Louis*	*1*	We found no providers physically present in north and southwest 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 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.	*223*	*7.0*	*0*	*100*
Pediatric Services Providers	*Traverse*	*1*	We found no providers physically present in the majority of 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 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.	*0*	*0.0*	*0*	*100*

Allergy, Immunology and Rheumatology	*Beltrami, Cook, Lake, Lake of the Woods, Kittson, Koochiching, Roseau, St. Louis*	*1*	We found no providers physically present in northeast Beltrami County, all of Cook County, eastern Lake County, northern Kittson County, central Koochiching County, eastern Roseau County, and northwest St. Louis County.				
Cardiac Surgery	*Becker, Beltrami, Big Stone, Cass, Chippewa, Clearwater, Cook, Cottonwood, Grant, Hubbard, Itasca, Jackson, Kittson, Koochiching, Lac qui Parle, Lake, Lake of the Woods, Mahnomen, Marshall, Martin, Murray, Nobles, Otter Tail, Pennington, Polk, Red Lake, Redwood, Roseau, St. Louis, Stevens, Swift, Traverse, Wilkin, Yellow Medicine*	*1*	We found no providers physically present in eastern Becker County, all of Beltrami County, all of Big Stone County, northern Cass County, western Chippewa County, all of Clearwater County, all of Cook County, western Cottonwood County, western Grant County, northern Hubbard County, central Itasca County, central Jackson County, central Kittson County, all of Koochiching County, northern Lac qui Parle County, northern Lake County, all of Lake of the Woods County, eastern Mahnomen County, eastern Marshall County, southwestern Martin County, eastern Murray County, eastern Nobles County, northern Otter Tail County, eastern Pennington County, eastern Polk County, eastern Red Lake County, western Redwood County, central Roseau County, northern St. Louis County, western Stevens County, western Swift County, central Traverse County, southeast Wilkin, and eastern Yellow Medicine County.				
Colon and Rectal Surgery	*Aitkin, Beltrami, Cass, Cook, Crow Wing, Itasca, Jackson, Kittson, Koochiching, Lake of the Woods, Marshall, Martin, Nobles, Polk, Roseau, St. Louis, Todd, Traverse, Wilkin*	*1*	We found no provider physically present in northwestern Aitkin County, eastern Beltrami County, central Cass County, eastern Cook County, northern Crow Wing County, central Itasca County, southern Jackson County, central Kittson County, central Koochiching County, all of Lake of the Woods County, western Marshall County, southwestern Martin County, eastern Nobles County, northwestern Polk County, all of Roseau County, western St. Louis County, northeastern Todd County, northern Traverse County, and southern Wilkin 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.				
Pediatric Dental Care	*Cook*	*1*	We found no providers physically present in eastern 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.				

Dermatology	*Cook, Lake*	*1*	We found no providers physically present in all of Cook County and eastern 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.				
Endocrinology	*Cook, Jackson, Koochiching, Lake, St. Louis*	*1*	We found no providers physically present in all of Cook County, southern Jackson County, central Koochiching County, eastern Lake County, and northwestern 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 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.				
Otolaryngology	*Beltrami, Cook, Koochiching, Lake, Lake of the Woods*	*1*	We found no providers physically present in northeast Beltrami County, all of Cook County, western Koochiching County, eastern Lake County, and eastern 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.				
Gastroenterology	*Beltrami, Cook, Kittson, Koochiching, Lake, Lake of the Woods, Marshall, Roseau, St. Louis*	*1*	We found no providers physically present in northern Beltrami County, all of Cook County, central Kittson County, central Koochiching County, eastern Lake County, all of Lake of the Woods County, eastern Marshall County, central Roseau County, and northern 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 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.				

General Surgery	Cook	1	We found no providers physically present in eastern 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.				
Genetics	*Aitkin, Beltrami, Big Stone, Cass, Chippewa, Clearwater, Cook, Crow Wing, Grant, Hubbard, Itasca, Jackson, Kandiyohi, Kittson, Koochiching, Lac qui Parle, Lake, Lake of the Woods, Lincoln, Lyon, Marshall, Murray, Nobles, Pennington, Polk, Pope, Red Lake, Renville, Roseau, St. Louis, Stevens, Swift, Traverse, Yellow Medicine*	1	We found no providers physically present in western Aitkin County, central Beltrami County, all of Big Stone County, northern Cass County, central Chippewa County, northern Clearwater County, all of Cook County, northern Crow Wing County, southwestern Grant County, northeastern Hubbard County, central Itasca County, western Jackson County, southwestern Kandiyohi County, all of Kittson County, all of Koochiching County, all of Lac Qui Parle County, norhtern Lake County, all of Lake of the Woods County, eastern Lincoln County, central Lyon County, all of Marshall County, central Murray County, eastern Nobles County, all of Pennington County, northern Polk County, western Pope County, all of Red Lake County, northwestern Renville County, all of Roseau County, northern St. Louis County, central Stevens County, central Swift County, central Traverse County, and central 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 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				
Nephrology	Cook, Lake	1	We found no providers physically present in central Cook County and eastern 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.				
Neurology and Neurological Surgery	Cook, Lake	1	We found no providers physically present in central Cook County and eastern 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.				

Obstetrics and Gynecology	*Cook, Lake*	*1*	We found no providers physically present in central Cook County and eastern 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.				
Oncology	*Cook, Lake*	*1*	We found no providers physically present in all of Cook County and eastern 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.				
Ophthalmology	*Cook*	*1*	We found no providers physically present in eastern 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.				
Orthopedic Surgery	*Cook*	*1*	We found no providers physically present in eastern 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.				

Pediatric Specialty Providers	*Cook, Kittson, Koochiching, Lake, Roseau, St. Louis*	*1*	We found no providers physically present in central Cook County, northern Kittson County, eastern Koochiching County, eastern Lake County, northern Roseau County, and northwestern 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 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.				
Physical Therapy, Occupational Therapy and Speech Therapy	*Cook, Lake of the Woods, Roseau*	*1*	We found no providers physically present in eastern Cook County, central Lake of the Woods County, and northern 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.				
Physical Medicine and Rehabilitation and Occupational Medicine	*Cook, Lake of the Woods, Roseau*	*1*	We found no providers physically present in eastern Cook County, central Lake of the Woods County, and northern 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.				
Pulmonary Disease	*Beltrami, Cook, Lake of the Woods, Marshall, Roseau*	*1*	We found no providers physically present in northwestern Beltrami County, eastern Cook County, central Lake of the Woods County, eastern Marshall County, and eastern 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.				

Reconstructive Surgery	*Becker, Beltrami, Cass, Clearwater, Cook, Hubbard, Itasca, Koochiching, Lake, Lake of the Woods, Lincoln, Lyon, Mahnomen, Marshall, Murray, Roseau, St. Louis, Yellow Medicine*	*1*	We found no providers physically present in northestern Becker County, central Beltrami County, northern Cass County, eastern Clearwater County, central Cook County, northern Hubbard County, western Itasca County, central Koochiching County, northeastern Lake County, all of Lake of the Woods County, eastern Lincoln County, central Lyon County, southeastern Mahnomen County, northeast Marshall, northern Murray County, eastern Roseau County, northwestern St. Louis County, and central 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 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.				
SUD (Chemical Dependency) - Inpatient	*Beltrami, Cass, Clearwater, Cook, Hubbard, Itasca, Kittson, Koochiching, Lake, Lake of the Woods, Mahnomen, Martin, Roseau, St. Louis*	*1*	We found no providers physically present in central Beltrami County, northern Cass County, southern Clearwater County, all of Cook County, northern Hubbard County, western Itasca County, northern Kittson County, western Koochiching County, central Lake County, all of Lake of the Woods County, eastern Mahnomen County, southern Martin County, central Roseau County, and northern 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 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.				
SUD (Chemical Dependency) - Outpatient	*Beltrami, Cook, Kittson, Koochiching, Lake, Lake of the Woods, Roseau, St. Louis*	*1*	We found no providers physically present in northern Beltrami, western Cook County, northern Kittson County, northern Koochiching County, northern Lake County, southern Lake of the Woods County, northeastern Roseau County, and northern 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 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.				
Thoracic Surgery	*Beltrami, Chippewa, Cook, Douglas, Grant, Kandiyohi, Koochiching, Lake, Otter Tail, Redwood, Renville, St. Louis, Yellow Medicine*	*1*	We found no providers physically present in eastern Beltrami County, eastern Chippewa County, all of Cook County, central Douglas County, northeastern Grant County, southwestern Kandiyohi County, central Koochiching County, northern Lake County, southern Otter Tail County, northern Redwood County, western Renville County, northern St. Louis County, and eastern 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 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.				

Urology	Cook, Koochiching, St. Louis	1	We found no providers physically present in eastern Cook County, northern Koochiching County, and northwestern 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 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.				
Vascular Surgery	Beltrami, Cook, Koochiching, Lake, Lake of the Woods, Roseau, St. Louis	1	We found no providers physically present in northeastern Beltrami County, eastern Cook County, northern Koochiching County, eastern Lake County, central Lake of the Woods County, northern Roseau County, and northwestern 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 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.				