



REC 7/27/2018  
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**MANAGED CARE SYSTEMS**  
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## Request for Waiver

Plan Year: 2019

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

**1. Name and Title of Person Submitting this Document:**

Carrier	Name Network	Network ID
HEALTHPARTNERS, INC. (HPI)	CENTRACHOICE SE	MNN004
Name	Title	Date
CHARLES ABRAHAMSON	VICE PRESIDENT, NETWORK MANAGEMENT AND PROVIDER RELATIONS	7/30/2018

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

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

Provider Type	County	Reason Code	Notes
Cardiac Surgery	Douglas, Kandiyohi, Todd, Wadena	1	There are no additional providers available that are closer than those already part of our network. The following additional websites were searched and will be searched on a quarterly basis for new providers: <a href="http://mhcproviderdirectory.dhs.state.mn.us/">http://mhcproviderdirectory.dhs.state.mn.us/</a> and <a href="https://www.medicare.gov/physiciancompare/">https://www.medicare.gov/physiciancompare/</a> . If new providers are identified, the information will be forwarded to the contracting dept to pursue a contract. Cardiac Surgery is provided in larger metropolitan area facilities such as those located in St. Paul/Minneapolis, St. Cloud, Duluth, Moorhead/Fargo/Grand Forks or Sioux Falls, SD. Cardiac Surgery consultations are provided at outreach locations or through telemedicine services offered by larger care systems. HealthPartners communicates with providers through our newsletter every other month with reminders to keep information regarding locations and providers up to date. Member complaints are monitored on a monthly basis. If trends in complaints regarding access to a particular type of provider are identified, the contracting department is notified and when new providers are identified, a contract is pursued.

<b>Colon and Rectal Surgery</b>	<b>Benton,Douglas,Kandiyohi,Morison,Stearns,Todd,Wadena</b>	<b>1</b>	<p>There are no additional providers available that are closer than those already part of our network. The following additional websites were searched and will be searched on a quarterly basis for new providers: <a href="http://mhcproviderdirectory.dhs.state.mn.us/">http://mhcproviderdirectory.dhs.state.mn.us/</a> and <a href="https://www.medicare.gov/physiciancompare/">https://www.medicare.gov/physiciancompare/</a>.</p> <p>If new providers are identified, the information will be forwarded to the contracting dept to pursue a contract. Colon and Rectal Surgery is provided in larger metropolitan area facilities such as those located in St. Paul/Minneapolis, St. Cloud, Duluth, Moorhead/Fargo/Grand Forks or Sioux Falls, SD.</p> <p>Colon and Rectal Surgery consultations are provided at outreach locations or through telemedicine services offered by larger care systems.</p> <p>HealthPartners communicates with providers through our newsletter every other month with reminders to keep information regarding locations and providers up to date. Member complaints are monitored on a monthly basis. If trends in complaints regarding access to a particular type of provider are identified, the contracting department is notified and when new providers are identified, a contract is pursued.</p>
<b>Gastroenterology</b>	<b>Wadena</b>	<b>1</b>	<p>There are no additional providers available that are closer than those already part of our network. The following additional websites were searched and will be searched on a quarterly basis for new providers: <a href="http://mhcproviderdirectory.dhs.state.mn.us/">http://mhcproviderdirectory.dhs.state.mn.us/</a> and <a href="https://www.medicare.gov/physiciancompare/">https://www.medicare.gov/physiciancompare/</a>.</p> <p>If new providers are identified, the information will be forwarded to the contracting dept to pursue a contract. Gastroenterology services consultations are provided at outreach locations or through telemedicine services offered by larger care systems in the area.</p> <p>HealthPartners communicates with providers through our newsletter every other month with reminders to keep information regarding locations and providers up to date. Member complaints are monitored on a monthly basis. If trends in complaints regarding access to a particular type of provider are identified, the contracting department is notified and when new providers are identified, a contract is pursued.</p>
<b>Genetics</b>	<b>Douglas,Kandiyohi,Todd,Wadena</b>	<b>1</b>	<p>There are no additional providers available that are closer than those already part of our network. The following additional websites were searched and will be searched on a quarterly basis for new providers: <a href="http://mhcproviderdirectory.dhs.state.mn.us/">http://mhcproviderdirectory.dhs.state.mn.us/</a> and <a href="https://www.medicare.gov/physiciancompare/">https://www.medicare.gov/physiciancompare/</a>.</p> <p>If new providers are identified, the information will be forwarded to the contracting dept to pursue a contract. There is a limited number of Genetics providers in the state; St. Paul/Minneapolis, St. Cloud and Duluth metropolitan areas have services available through large care systems and consultations are also available through telemedicine.</p> <p>HealthPartners communicates with providers through our newsletter every other month with reminders to keep information regarding locations and providers up to date. Member complaints are monitored on a monthly basis. If trends in complaints regarding access to a particular type of provider are identified, the contracting department is notified and when new providers are identified, a contract is pursued.</p>
<b>Pediatric Services Providers</b>	<b>Todd,Wadena</b>	<b>1</b>	<p>There are no additional providers available that are closer than those already part of our network. The following additional websites were searched and will be searched on a quarterly basis for new providers: <a href="http://mhcproviderdirectory.dhs.state.mn.us/">http://mhcproviderdirectory.dhs.state.mn.us/</a> and <a href="https://www.medicare.gov/physiciancompare/">https://www.medicare.gov/physiciancompare/</a>.</p> <p>If new providers are identified, the information will be forwarded to the contracting dept to pursue a contract. Pediatric members can be seen by Family Practice and Internal Medicine providers for routine services. Pediatric consultations are provided at outreach locations or through telemedicine services offered by larger care systems in the area.</p> <p>HealthPartners communicates with providers through our newsletter every other month with reminders to keep information regarding locations and providers up to date. Member complaints are monitored on a monthly basis. If trends in complaints regarding access to a particular type of provider are identified, the contracting department is notified and when new providers are identified, a contract is pursued.</p>
<b>Pediatric Specialty Providers</b>	<b>Kandiyohi</b>	<b>1</b>	<p>There are no additional providers available that are closer than those already part of our network. The following additional websites were searched and will be searched on a quarterly basis for new providers: <a href="http://mhcproviderdirectory.dhs.state.mn.us/">http://mhcproviderdirectory.dhs.state.mn.us/</a> and <a href="https://www.medicare.gov/physiciancompare/">https://www.medicare.gov/physiciancompare/</a>.</p> <p>If new providers are identified, the information will be forwarded to the contracting dept to pursue a contract. Pediatric Specialty services consultations are provided at outreach locations or through telemedicine services offered by larger care systems in the area.</p> <p>HealthPartners communicates with providers through our newsletter every other month with reminders to keep information regarding locations and providers up to date. Member complaints are monitored on a monthly basis. If trends in complaints regarding access to a particular type of provider are identified, the contracting department is notified and when new providers are identified, a contract is pursued.</p>
<b>Reconstructive Surgery</b>	<b>Douglas,Kandiyohi</b>	<b>1</b>	<p>There are no additional providers available that are closer than those already part of our network. The following additional websites were searched and will be searched on a quarterly basis for new providers: <a href="http://mhcproviderdirectory.dhs.state.mn.us/">http://mhcproviderdirectory.dhs.state.mn.us/</a> and <a href="https://www.medicare.gov/physiciancompare/">https://www.medicare.gov/physiciancompare/</a>.</p> <p>If new providers are identified, the information will be forwarded to the contracting dept to pursue a contract. There is a limited number of Reconstructive Surgery providers in the state; St. Paul/Minneapolis, St. Cloud and Duluth metropolitan areas have services available through large care systems and consultations are also available through telemedicine.</p> <p>HealthPartners communicates with providers through our newsletter every other month with reminders to keep information regarding locations and providers up to date. Member complaints are monitored on a monthly basis. If trends in complaints regarding access to a particular type of provider are identified, the contracting department is notified and when new providers are identified, a contract is pursued.</p>

Thoracic Surgery	Douglas, Kandiyohi, Todd, Wade na	1	There are no additional providers available that are closer than those already part of our network. The following additional websites were searched and will be searched on a quarterly basis for new providers: http://mhcpproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/physiciancompare/ If new providers are identified, the information will be forwarded to the contracting dept to pursue a contract. Thoracic Surgery is provided in larger metropolitan area facilities such as those located in St. Paul/Minneapolis, St. Cloud, Duluth, Moorhead/Fargo/Grand Forks or Sioux Falls, SD. Thoracic Surgery consultations are provided at outreach locations or through telemedicine services offered by larger care systems. HealthPartners communicates with providers through our newsletter every other month with reminders to keep information regarding locations and providers up to date. Member complaints are monitored on a monthly basis. If trends in complaints regarding access to a particular type of provider are identified, the contracting department is notified and when new providers are identified, a contract is pursued.
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Please use additional sheet if needed

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

**Reason Codes:**

- Carrier has conducted a good faith search for providers and determined that there are no providers physically present in the service area of the type requested in the waiver. MDH will not grant a waiver for this reason code unless the carrier demonstrates, with specific information, that there are no providers physically present in the part(s) of the service area for which the waiver is sought. Specific information may include provider directories and sources consulted, physical geography that affects the location of providers, or other information that affects the availability and location of providers. Telemedicine may be used as a means to provide access when there are no providers physically present to meet the standard. The carrier should describe how it will assess the availability of providers who begin practice in the service area where the standard cannot currently be met.
- Provider does not meet carrier's credentialing requirements. Carrier must cite the reason(s) provider does not meet carrier's credentialing requirements.

3. Carrier has made a good faith effort to contract with provider and offered a contract at the same/similar rate as other providers of the same provider type in the network, and provider has refused to accept a contract. A carrier representative must attest, below, that a contract was offered at same/similar rates and provider refused to contract.
4. Other: Please describe why geographic access standards cannot be met. Please also describe how access will be provided for this provider type for the residents of the affected county or counties.

**Attestation for the Request for Waiver**

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



Charles Abrahamson, HealthPartners, Vice President Network Management & Provider Relations  
07/27/18