



form revised 5/21/2018

Rec'd 9/4/18 @ 11:46 am

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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 |
|-----------------|---|------------|
| UCare Minnesota | UCare Individual and Family Plans | MNN001 |
| Name | Title | Date |
| Dan Saries | Provider Data & Network Analytics Manager | 9/5/2018 |

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 |
|--------------------------------------|--|-------------|---|
| General Hospital facilities | Koochiching, Itasca, Cass, Aitkin, St. Louis, Lake, Cook | 1 | There are network adequacy gaps in the northern counties of Minnesota, even though UCare contracts with all known hospitals. Those counties are rural, and the hospitals available do not cover the entire geographic area even when the required 30 mile radiuses are applied. UCare used Medicare's Facility Compare data and online searches to validate all General Hospital Facilities are in our network. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities. |
| Primary Care providers | St. Louis | 1 | There is a small rural area in northern St. Louis County (e.g., the BWCA) in which all available providers are contracted; however, because of the low population density, we have sections of counties that are not within 30 miles of a Primary Care Provider. We used Medicare's Physician Compare tool to confirm no additional Primary Care Providers exist in those areas. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities. |
| Mental health providers | Koochiching, St. Louis | 1 | There are rural areas in northern Minnesota counties (e.g., the Boundary Waters Canoe Area) in which all available providers are contracted; however, because of the low population density, we have sections of counties that are not within 30 miles of a Mental Health Provider. UCare attempted to locate available providers using Medicare's Physician Compare Tool and UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities. |
| Pediatric Services Providers | Koochiching, Itasca, St. Louis, Lake, Cook, Cass | 1 | There are areas of northern Minnesota where gaps exist but there are no additional providers for UCare to contract with to fill these gaps. UCare confirmed the lack of availability of providers using Medicare's Physician Compare tool. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities. |
| Pediatric Specialty Providers | Koochiching, Itasca, Cass, St. Louis, Lake, Cook | 1 | There are rural areas in the northern Minnesota counties in which all available providers are contracted; however, because of the low population density we have sections of counties that are not within 30 miles of a Pediatric Specialty Provider. We used Medicare's Physician Compare tool to confirm no additional Pediatric Specialty Providers exist in those areas. Also, there are no identifiable Pediatric Specialty Providers in the key cities of Grand Marais and International Falls. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities. |
| Allergy, Immunology and Rheumatology | Koochiching, Itasca, Cass, St. Louis, Lake, Cook, Aitkin | 1 | Gaps exist in the Arrowhead Region for this service. As part of our effort to validate this, we saw that Medicare's Physician Compare tool shows Allergy and Immunology services at Fairview Mesabi-Range Regional clinics. We called this Fairview location and confirmed Allergy and Immunology services are not offered. Based on our search we also placed a call on April 10, 2018 to Essentia Health's International Falls, Ely, and Hibbing locations and confirmed they also do not provide this specialty service. The Ely location is able to arrange for patients to see an Allergist via telehealth, but no face-to-face options are available. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities. |

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| Anesthesiology Physicians and Certified Registered Nurse Anesthetists | <i>Koochiching, St. Louis, Lake, Cook</i> | 1 | Gaps in access to anesthesiology services exist in the northern Minnesota counties. We cannot identify any providers within a 60 mile radius of the existing gaps. We have verified this using Medicare's Physician Compare tool and online search. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities. |
| Cardiac Surgery | <i>Koochiching, Itasca, Cass, St. Louis, Lake, Cook, Wadena</i> | 1 | Cardiac Surgery gaps exist in the northern counties of Minnesota. UCare contracts with all available providers in this area. We used Medicare's Physician Compare tool and Supply File to validate our network. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities. |
| Cardiovascular Disease | <i>Cook</i> | 1 | There are no providers offering Cardiovascular Disease Specialties in the Arrowhead Region. This specialty is offered at other locations outside of the 60 mile radius to which members are referred. We checked Medicare's Physician Compare tool, the Medicare Supply File and an online search to identify any potential missing providers and found none. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities. |
| Colon and Rectal Surgery | <i>Koochiching, Itasca, Cass, Wadena, Todd, Stearns, Morrison, Crow Wing, Aitkin, St. Louis, Cook</i> | 1 | Gaps exist in northern Minnesota counties along with a few counties in the southern part of the state for Colon and Rectal Surgery. UCare contracts with all available Colon and Rectal providers. The gaps exist because there are no other providers to fill the 60 mile radius gap. We used online search engines, along with Medicare's Physician Compare tool to validate no other providers were available. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities. |
| Dermatology | <i>Koochiching, St. Louis, Lake, Cook</i> | 1 | Gaps exist in northern Minnesota counties because there are no other providers to fill the 60 mile radius gap. We used online search engines along with Medicare's Physician Compare tool to validate the lack of other providers. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities. |
| Endocrinology | <i>Koochiching, St. Louis, Lake, Cook</i> | 1 | Gaps exist in the northern Minnesota counties for Endocrinology, Diabetes. UCare attempted to locate providers using Medicare's Physician compare tool and an online search. We also called St. Luke's Silver Bay location and confirmed that it does not provide Endocrinology, instead, all patients are referred to Duluth. We cannot identify any providers in International Falls or Grand Marais who provide endocrinology services. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities. |
| Gastroenterology | <i>Koochiching, Itasca, St. Louis, Cook</i> | 1 | A gap in this provider type exists in the arrowhead region of the state, as the Cook County-North Shore Hospital does not offer this service. UCare attempted to locate providers using Medicare's Physician compare tool and an online search. In addition, we confirmed on April 10, 2018 that the Essentia Health International Falls location does not have a gastroenterologist. It does have one gastroenterologist who sees patients via telehealth, but only after an initial in-person consult in Duluth. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities. |
| General Surgery | <i>Cook</i> | 1 | A gap for this specialty exists in Cook County, and we do not see any providers categorized as General Surgery offered at the Cook County-North Shore Hospital. Cook County North Shore Hospital patients are referred to Duluth. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities. |
| Genetics | <i>Koochiching, Itasca, Cass, Crow Wing, Aitkin, St. Louis, Pine, Lake, Cook, Kanabec</i> | 1 | This is a unique specialty that is only offered in the population centers of the state. Gaps exist throughout the state, predominantly in the northern counties, but also the west and south. UCare contracts with all known providers and attempted to find additional providers using Medicare's Physician Compare Tool and an online search. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities. |
| Nephrology | <i>Lake, Cook, St. Louis</i> | 1 | There is a gap in Nephrology coverage in the Arrowhead Region. UCare contracts with all available providers in these counties. We reviewed Medicare's Physician Compare tool and CMS' Provider Supply files along with an online search to validate our network. Cook County North Shore Hospital patients are referred to Duluth. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities. |
| Neurology and Neurological Surgery | <i>Lake, Cook</i> | 1 | A gap exists in Cook and Lake Counties for these specialty types because there are no providers available in this very rural area. Members are referred to providers in Duluth. UCare attempted to locate providers using Medicare's Physician compare tool and an online search. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities. |
| Obstetrics and Gynecology | <i>Cook</i> | 1 | There are no Obstetrics and Gynecology providers in the Arrowhead Region. We used Medicare's Physician Compare tool and CMS' Provider Supply file to validate this gap. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities. |
| Oncology | <i>Lake, Cook, St. Louis</i> | 1 | There are no Oncology providers in the Arrowhead Region. We used Medicare's Physician Compare tool and CMS' Provider Supply file to validate this gap. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities. |
| Ophthalmology | <i>Koochiching, St. Louis, Lake, Cook</i> | 1 | There are no Ophthalmology providers in the Arrowhead Region. We used Medicare's Physician Compare tool and CMS' Provider Supply file to validate this gap. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities. |
| Orthopedic Surgery | <i>Cook</i> | 1 | There are no Orthopedic Surgery providers in the Arrowhead Region. We used Medicare's Physician Compare tool and CMS' Provider Supply file to validate this gap. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities. |
| Otolaryngology | <i>Koochiching, Itasca, Cook</i> | 1 | There is a gap in the northern most portion of the state in the Arrowhead Region of Minnesota. The gap impacts Koochiching, Itasca, and Cook counties. This gap exists because there are no available providers in the area. UCare leveraged Medicare's Physician Compare tool and online searches to validate the lack of this specialty type. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities. |



| Provider Type | County | Reason Code | Notes |
|---------------------------------------|---|---------------------------|--|
| <i>Pulmonary Disease</i> | <i>Koochiching, St. Louis, Cook</i> | <i>1</i> | UCare contracts with all known pulmonary providers. Gaps exist in Koochiching, St. Louis and Cook counties due to a lack of providers. We validated our network using Medicare's Physician Compare tool and the Medicare Supply File. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities. |
| <i>Reconstructive Surgery</i> | <i>Koochiching, Itasca, Cass, St. Louis, Lake, Cook</i> | <i>1</i> | There are gaps in Reconstructive Surgery providers in the northern parts of Minnesota. This is because there are no available providers within the 60 mile radius. We used Medicare's Physician Compare tool and conducted an online search to validate this gap. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities. |
| <i>Thoracic Surgery</i> | <i>Koochiching, Itasca, Cass, Wadena, Aitkin, Lake, Cook, Pine, Crow Wing, Kanabec, St. Louis</i> | <i>1</i> | Gaps exist throughout Minnesota outside of the metro area for this specialty type. Thoracic surgery is a specialized surgery that is not widely offered. UCare is contracted with all known providers. We used online search engines along with Medicare's Physician Compare tool to attempt to identify any additional providers. This tool identified that thoracic surgery was available at New Ulm Medical Center; however a phone call to the site confirmed the lack of thoracic surgery. The medical center refers all patients to Mankato. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities. |
| <i>Urology</i> | <i>Cook</i> | <i>1</i> | There are no Urology providers in the Arrowhead Region. We used Medicare's Physician Compare tool and CMS' Provider Supply file to validate this gap. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities. |
| <i>Vascular Surgery</i> | <i>Koochiching, Itasca, St. Louis, Lake, Cook</i> | <i>1</i> | Gaps exist for Vascular Surgery in the Arrowhead Region and north-central Minnesota. The providers available in these regions are contracted; however, their locations do not meet the 60 mile radius coverage. We validated these gaps against Medicare's Physician Compare tool and CMS' Provider Supply File. We also conducted an online search to confirm there were no providers available with this specialty. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities. |
| <i>Chemical Dependency Outpatient</i> | <i>Lake, Cook, St. Louis</i> | <i>1</i> | Gaps exist in the rural areas of northern Minnesota. Our network contains all known Outpatient Chemical Dependency facilities; however, the current facility locations do not meet the 60 mile radius requirement. UCare attempted to locate providers using Medicare's Physician compare tool and an online search. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities. |
| <i>Chemical Dependency Inpatient</i> | <i>St. Louis, Lake, Cook</i> | <i>1</i> | There are gaps existing in counties in the Arrowhead Region of the state because there are no inpatient chemical dependency providers in this area. UCare reviewed Medicare's Facility and Physician Compare tools and online searches and validated that no additional providers are currently available. UCare will conduct monthly monitoring of available market providers and facilities through the use of the Quest Analytics software and an internal workgroup focused on maximizing provider networks. If newly available providers are identified, UCare will outreach for new contracting opportunities. |
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