

MANAGED CARE SYSTEMS
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Request for Waiver

Plan Year: **2021**

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*
Group Health Inc (GHI)	Apex	MNN005	<select one>
Name	Title	Date	Enrollees in Network*
James Schowalter	Sr Vice President Provider Partnerships	6/1/2020	

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
Allergy, Immunology and Rheumatology	<i>Lincoln, Lyon, Yellow Medicine</i>	1	<p>Counties that make up the southwestern part of Minnesota are almost exclusively prairie land and farms, with some rolling hills. The area is mainly rural with small communities throughout. HealthPartners contracts with all known providers in this area, so members have access to the closest available providers.</p> <p>HealthPartners also supports the use of telemedicine in these areas where no providers are physically present.</p> <p>The following websites were searched for additional providers: http://mhcproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of new providers. If new providers are identified, the information would be forwarded to the contracting department so new contracts could be pursued.</p> <p>HealthPartners communicates routinely with providers through our newsletter every other month with reminders to keep information regarding their locations and providers up to date. Member complaints regarding access to care 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> <p>Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.</p>				
Cardiac Surgery	<i>Big Stone, Chippewa, Brown, Cottonwood, Grant, Jackson, Lac Qui Parle, Redwood, Renville, Stevens, Swift, Traverse, Yellow Medicine, Kandiyohi, Lincoln, Lyon, Murray, Nobles, Pope</i>	1	<p>These counties are primarily rural and have small populations. Due to the smaller community size, the hospitals and clinics in these areas don't have the technology or equipment to handle complex procedures or specialized services. Patients have to travel to providers in the larger metropolitan areas where specialty providers work in large facilities where the technology and equipment needed for complex cases are available.</p> <p>There is a limited number of Cardiac Surgery providers in the state; the metropolitan areas of St. Paul/Minneapolis, St. Cloud, Duluth, Moorhead/Fargo/Grand Forks or Sioux Falls, SD, have services available through large care systems and consultations are also available through telemedicine.</p> <p>There are no additional providers available within the 60 mile requirement that are closer than those that are already part of our network.</p> <p>The following additional websites were searched for available providers: http://mhcproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/physiciancompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of new providers.</p> <p>If new providers are identified, the information is forwarded to the contracting department so they can pursue a contract.</p> <p>HealthPartners communicates routinely with providers through our newsletter every other month with reminders to keep information regarding their locations and providers up to date. Member complaints regarding access to care 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> <p>Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers as they are identified.</p>				

<p>Colon and Rectal Surgery</p>	<p><i>Becker, Big Stone, Brown, Chippewa, Cottonwood, Douglas, Grant, Jackson, Kandiyohi, Lac Qui Parle, Lincoln, Lyon, Murray, Nobles, Otter Tail, Pipestone, Pope, Redwood, Renville, Rock, Sibley, Stevens, Swift, Todd, Traverse, Wilkin, Yellow Medicine</i></p>	<p>1</p>	<p>These counties are primarily rural and have small populations. Due to the smaller community size, the hospitals and clinics in these areas don't have the technology or equipment to handle complex procedures or specialized services. Patients have to travel to providers in the larger metropolitan areas where specialty providers work in large facilities where the technology and equipment needed for complex cases are available.</p> <p>There is a limited number of Colon and Rectal Surgery providers in the state; the metropolitan areas of St. Paul/Minneapolis, St. Cloud, Duluth, Moorhead/Fargo/Grand Forks or Sioux Falls, SD. have services available through large care systems and consultations are also available through telemedicine.</p> <p>There are no additional providers available within the 60 mile requirement that are closer than those that are already part of our network.</p> <p>The following additional websites were searched for available providers: http://mhcproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/physiciancompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of new providers.</p> <p>If new providers are identified, the information is forwarded to the contracting department so they can pursue a contract.</p> <p>HealthPartners communicates routinely with providers through our newsletter every other month with reminders to keep information regarding their locations and providers up to date. Member complaints regarding access to care 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> <p>Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers as they are identified.</p>			
<p>Endocrinology</p>	<p><i>Big Stone, Jackson, Lac Qui Parle, Traverse</i></p>	<p>1</p>	<p>Counties that make up the western and southwestern part of Minnesota and the central counties are almost exclusively prairie land and farms, with some rolling hills. The area is mainly rural with small communities throughout. HealthPartners contracts with all known providers in this area, so members have access to the closest available providers.</p> <p>HealthPartners also supports the use of telemedicine in these areas where no providers are physically present.</p> <p>The following websites were searched for additional providers: http://mhcproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of new providers. If new providers are identified, the information would be forwarded to the contracting department so new contracts could be pursued.</p> <p>HealthPartners communicates routinely with providers through our newsletter every other month with reminders to keep information regarding their locations and providers up to date. Member complaints regarding access to care 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> <p>Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.</p>			
<p>Gastroenterology</p>	<p><i>Douglas</i></p>	<p>1</p>	<p>Douglas county is in the west central part of the state which is made up of mainly farms and prairies and are rural, smaller communities that aren't heavily populated with the exception of the Fargo/Moorhead area. HealthPartners contracts with all known providers in these counties. The closest metropolitan area is Saint Cloud for Douglas county.</p> <p>HealthPartners also supports the use of telemedicine in these areas where no providers are physically present.</p> <p>The following websites were searched for additional providers: http://mhcproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of new providers. If new providers are identified, the information would be forwarded to the contracting department so new contracts could be pursued.</p> <p>HealthPartners communicates routinely with providers through our newsletter every other month with reminders to keep information regarding their locations and providers up to date. Member complaints regarding access to care 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> <p>Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.</p>			
<p>Genetics</p>	<p><i>Becker, Big Stone, Brown, Douglas, Grant, Lac Qui Parle, McLeod, Otter Tail, Pope, Renville, Sibley, Stevens, Swift, Todd, Traverse, Wilki, Wilkin</i></p>	<p>1</p>	<p>These counties are primarily rural and have small populations. Due to the smaller community size, the hospitals and clinics in these areas don't have the technology or equipment to handle complex procedures or specialized services. Patients have to travel to providers in the larger metropolitan areas where specialty providers work in large facilities where the technology and equipment needed for complex cases are available.</p> <p>There is a limited number of Genetics providers in the state; the metropolitan areas of St. Paul/Minneapolis, St. Cloud, Duluth, Moorhead/Fargo/Grand Forks or Sioux Falls, SD. have services available through large care systems and consultations are also available through telemedicine.</p> <p>There are no additional providers available within the 60 mile requirement that are closer than those that are already part of our network.</p> <p>The following additional websites were searched for available providers: http://mhcproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/physiciancompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of new providers. If new providers are identified, the information is forwarded to the contracting department so they can pursue a contract.</p> <p>HealthPartners communicates routinely with providers through our newsletter every other month with reminders to keep information regarding their locations and providers up to date. Member complaints regarding access to care 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> <p>Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.</p>			

<p>Neurology and Neurological Surgery</p>	<p>Big Stone</p>	<p>1</p>	<p>This county is in the western part of Minnesota which is almost exclusively prairie land and farms, with some rolling hills. The area is mainly rural with small communities throughout. HealthPartners contracts with all known facilities in this area, so members have access to the closest available facilities.</p> <p>HealthPartners also supports the use of telemedicine in these areas where no providers are physically present.</p> <p>The following websites were searched for additional providers: http://mhcpproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of new providers. If new providers are identified, the information would be forwarded to the contracting department so new contracts could be pursued.</p> <p>HealthPartners communicates routinely with providers through our newsletter every other month with reminders to keep information regarding their locations and providers up to date. Member complaints regarding access to care 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> <p>Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.</p>			
<p>Reconstructive Surgery</p>	<p>Becker, Big Stone, Chippewa, Douglas, Grant, Jackson, Lac Qui Parle, Lincoln, Lyon, Murray, Nobles, Otter Tail, Pope, Stevens, Swift, Traverse, Wilkin, Yellow Medicine</p>	<p>1</p>	<p>These counties are primarily rural and have small populations. Due to the smaller community size, the hospitals and clinics in these areas don't have the technology or equipment to handle complex procedures or specialized services. Patients have to travel to providers in the larger metropolitan areas where specialty providers work in large facilities where the technology and equipment needed for complex cases are available.</p> <p>There is a limited number of Reconstructive Surgery providers in the state; the metropolitan areas of St. Paul/Minneapolis, St. Cloud, Duluth, Moorhead/Fargo/Grand Forks or Sioux Falls, SD, have services available through large care systems and consultations are also available through telemedicine.</p> <p>There are no additional providers available within the 60 mile requirement that are closer than those that are already part of our network.</p> <p>The following additional websites were searched for available providers: http://mhcpproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of new providers.</p> <p>If new providers are identified, the information is forwarded to the contracting department so they can pursue a contract.</p> <p>HealthPartners communicates routinely with providers through our newsletter every other month with reminders to keep information regarding their locations and providers up to date. Member complaints regarding access to care 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> <p>Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers as they are identified.</p>			
<p>SUD (Chemical Dependency) - Inpatient</p>	<p>Big Stone, Chippewa, Lac Qui Parle, Lincoln, Lyon, Murray, Traverse, Yellow Medicine, Becker</p>	<p>1</p>	<p>Counties that make up the western and southwestern part of Minnesota are almost exclusively prairie land and farms, with some rolling hills. The area is mainly rural with small communities throughout. HealthPartners contracts with all known providers in this area, so members have access to the closest available providers.</p> <p>The following websites were searched for additional providers: http://mhcpproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of new providers. If new providers are identified, the information would be forwarded to the contracting department so new contracts could be pursued.</p> <p>HealthPartners communicates routinely with providers through our newsletter every other month with reminders to keep information regarding their locations and providers up to date. Member complaints regarding access to care 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> <p>Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.</p>			
<p>Thoracic Surgery</p>	<p>Becker, Big Stone, Brown, Chippewa, Cottonwood, Douglas, Grant, Jackson, Kandiyohi, Lac Qui Parle, Lincoln, Lyon, Murray, Otter Tail, Pope, Redwood, Remville, Stevens, Swift, Traverse, Wilkin, Yellow Medicine, Nobles</p>	<p>1</p>	<p>These counties are primarily rural and have small populations. Due to the smaller community size, the hospitals and clinics in these areas don't have the technology or equipment to handle complex procedures or specialized services. Patients have to travel to providers in the larger metropolitan areas where specialty providers work in large facilities where the technology and equipment needed for complex cases are available.</p> <p>There is a limited number of Thoracic Surgery providers in the state; the metropolitan areas of St. Paul/Minneapolis, St. Cloud, Duluth, Moorhead/Fargo/Grand Forks or Sioux Falls, SD, have services available through large care systems and consultations are also available through telemedicine.</p> <p>There are no additional providers available within the 60 mile requirement that are closer than those that are already part of our network.</p> <p>The following additional websites were searched for available providers: http://mhcpproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of new providers.</p> <p>If new providers are identified, the information is forwarded to the contracting department so they can pursue a contract.</p> <p>HealthPartners communicates routinely with providers through our newsletter every other month with reminders to keep information regarding their locations and providers up to date. Member complaints regarding access to care 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> <p>Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers as they are identified.</p>			

<p>Vascular Surgery</p>	<p><i>Big Stone, Brown, Chippewa, Cottonwood, Grant, Kandiyohi, Lac Qui Parle, Pope, Redwood, Renville, Stevens, Swift, Traverse, Yellow Medicine, Jackson, Lincoln, Lyon, Murray, Nobles</i></p>	<p>1</p>	<p>These counties are primarily rural and have small populations. Due to the smaller community size, the hospitals and clinics in these areas don't have the technology or equipment to handle complex procedures or specialized services. Patients have to travel to providers in the larger metropolitan areas where specialty providers work in large facilities where the technology and equipment needed for complex cases are available.</p> <p>There is a limited number of Vascular Surgery providers in the state: the metropolitan areas of St. Paul/Minneapolis, St. Cloud, Duluth, Moorhead/Fargo/Grand Forks or Sioux Falls, SD. have services available through large care systems and consultations are also available through telemedicine.</p> <p>There are no additional providers available within the 60 mile requirement that are closer than those that are already part of our network.</p> <p>The following additional websites were searched for available providers: http://mhcproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/physiciancompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of new providers.</p> <p>If new providers are identified, the information is forwarded to the contracting department so they can pursue a contract.</p> <p>HealthPartners communicates routinely with providers through our newsletter every other month with reminders to keep information regarding their locations and providers up to date. Member complaints regarding access to care 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> <p>Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers as they are identified.</p>				
<p>General Hospital facilities</p>	<p><i>Becker</i></p>	<p>1</p>	<p>There is a gap in the northwestern part of Becker County. The county is rural, and the hospitals available do not cover the entire area using the 30 mile distance criteria. If members need hospital services, they have to travel more than 30 miles in these areas.</p> <p>The following websites were searched for additional facilities: http://mhcproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/hospitalcompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of new facilities. If new facilities are identified, the information would be forwarded to the contracting department so new contracts could be pursued.</p> <p>Gaps will be monitored on a quarterly basis using the above websites and we will pursue contracts with new facilities if they are identified.</p>	<p>0</p>	<p>0</p>		
<p>Pediatric Services Providers</p>	<p><i>Big Stone</i></p>	<p>1</p>	<p>There is a gap in northern and central Big Stone County. HealthPartners contracts with all known providers in this county. The county is rural, and the pediatric services providers available do not cover the entire area using the 30 mile distance criteria. Members in this area generally have to drive more than 30 miles to a provider.</p> <p>HealthPartners also supports the use of telemedicine in these areas where no providers are physically present. Pediatric Services can also be provided by family practice providers in the area.</p> <p>The following websites were searched for additional pediatric services providers: http://mhcproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of additional providers. If new providers are identified, the information would be forwarded to the contracting department so new contracts could be pursued.</p> <p>Gaps will be monitored on a quarterly basis using the above websites and we will pursue contracts with additional providers if they are identified.</p>	<p>0</p>	<p>0</p>		
<p>Pediatric Services Providers</p>	<p><i>Cottonwood</i></p>	<p>1</p>	<p>There is a slight gap in southeastern part of Cottonwood County. HealthPartners contracts with all known providers in this county. The county is rural, and the pediatric services providers available do not cover the entire area using the 30 mile distance criteria. Members in this area generally have to drive more than 30 miles to a provider.</p> <p>HealthPartners also supports the use of telemedicine in these areas where no providers are physically present. Pediatric Services can also be provided by family practice providers in the area.</p> <p>The following websites were searched for additional pediatric services providers: http://mhcproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of additional providers. If new providers are identified, the information would be forwarded to the contracting department so new contracts could be pursued.</p> <p>Gaps will be monitored on a quarterly basis using the above websites and we will pursue contracts with additional providers if they are identified.</p>	<p>0</p>	<p>0</p>		

<p>Pediatric Services Providers</p>	<p>Grant</p>	<p>1</p>	<p>There is a slight gap in the southwestern corner of Grant County. HealthPartners contracts with all known providers in this county. The county is rural, and the pediatric services providers available do not cover the entire area using the 30 mile distance criteria. Members in this area generally have to drive more than 30 miles to a provider.</p> <p>HealthPartners also supports the use of telemedicine in these areas where no providers are physically present. Pediatric Services can also be provided by family practice providers in the area.</p> <p>The following websites were searched for additional pediatric services providers: http://mhcproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of additional providers. If new providers are identified, the information would be forwarded to the contracting department so new contracts could be pursued.</p> <p>Gaps will be monitored on a quarterly basis using the above websites and we will pursue contracts with additional providers if they are identified.</p>	<p>0</p>	<p>0</p>	
<p>Pediatric Services Providers</p>	<p>Jackson</p>	<p>1</p>	<p>There is a gap in the eastern part of Jackson County. HealthPartners contracts with all known providers in this county. The county is rural, and the pediatric services providers available do not cover the entire area using the 30 mile distance criteria. Members in this area generally have to drive more than 30 miles to a provider.</p> <p>HealthPartners also supports the use of telemedicine in these areas where no providers are physically present. Pediatric Services can also be provided by family practice providers in the area.</p> <p>The following websites were searched for additional pediatric services providers: http://mhcproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of additional providers. If new providers are identified, the information would be forwarded to the contracting department so new contracts could be pursued.</p> <p>Gaps will be monitored on a quarterly basis using the above websites and we will pursue contracts with additional providers if they are identified.</p>	<p>0</p>	<p>0</p>	
<p>Pediatric Specialty Providers</p>	<p>Stevens</p>	<p>1</p>	<p>There is a gap in the western part of Stevens County. HealthPartners contracts with all known providers in this county. The county is rural, and the pediatric services providers available do not cover the entire area using the 30 mile distance criteria. Members in this area generally have to drive more than 30 miles to a provider.</p> <p>HealthPartners also supports the use of telemedicine in these areas where no providers are physically present. Pediatric Services can also be provided by family practice providers in the area.</p> <p>The following websites were searched for additional pediatric services providers: http://mhcproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of additional providers. If new providers are identified, the information would be forwarded to the contracting department so new contracts could be pursued.</p> <p>Gaps will be monitored on a quarterly basis using the above websites and we will pursue contracts with additional providers if they are identified.</p>	<p>0</p>	<p>0</p>	
<p>Pediatric Services Providers</p>	<p>Traverse</p>	<p>1</p>	<p>There is a gap in the southern part of Traverse County. HealthPartners contracts with all known providers in this county. The county is rural, and the pediatric services providers available do not cover the entire area using the 30 mile distance criteria. Members in this area generally have to drive more than 30 miles to a provider.</p> <p>HealthPartners also supports the use of telemedicine in these areas where no providers are physically present. Pediatric Services can also be provided by family practice providers in the area.</p> <p>The following websites were searched for additional pediatric services providers: http://mhcproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/providercompare/. These are websites updated by government sources with frequent data updates so we feel these are good sources for identification of additional providers. If new providers are identified, the information would be forwarded to the contracting department so new contracts could be pursued.</p> <p>Gaps will be monitored on a quarterly basis using the above websites and we will pursue contracts with additional providers if they are identified.</p>	<p>0</p>	<p>0</p>	

<select one>	<select all that apply>	<select one>				
<select one>	<select all that apply>	<select one>				

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.

Reason Code 1:

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

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. [NPPEES 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 telemedicine is used to provide access:
 1. These services must meet the definition of "telemedicine" in Minnesota Statutes [62A.671, subdivision 9](#).
 2. Carrier must describe the extent to which telemedicine services are available
 - a. How many network providers of the impacted provider type have contracts to conduct/provide telemedicine services?
4. Describe how they will assess the availability of providers who begin practice in the service area where the standard cannot currently be met and agree to conduct this assessment quarterly
 - a. Assessment of availability must include consultation of at least two provider directories and/or data sources, as described in item 2, above

Reason Code 2:

Provider does not meet carrier's credentialing requirements.

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

Reason Code 3:

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

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

Reason Code 4:

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

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,

