

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)	OPEN ACCESS	MNN001
Name	Title	Date
CHARLES ABRAHAMSON	VICE PRESIDENT NETWORK MANAGEMENT AND PROVIDER RELATIONS	7/20/2018

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
<i>Cardiac Surgery</i>	<i>Douglas, Kandiyohi</i>	<i>1</i>	<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: 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. 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.</p>

Colon and Rectal Surgery	Douglas,Kandiyohi,Todd,Wadena	1	<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: http://mhcpproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/physiciancompare/.</p> <p>If new providers are identified, the information will be forwarded to the contracting dept to pursue a contract. Colong 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 & 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>
Genetics	Douglas,Todd,Wadena	1	<p>There are no providers available in these counties. 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/.</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, Duluth, Moorhead/Fargo/Grand Forks or Sioux Falls, SD. 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. There is a limited number of providers in state; St. Paul/Minneapolis, St. Cloud and Duluth metropolitan areas have services available</p>
Reconstructive Surgery	Douglas,Kandiyohi,Todd,Wadena	1	<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: http://mhcpproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/physiciancompare/.</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 state and services are provided in larger metropolitan areas-St. Paul/Minneapolis, St. Cloud, Duluth, Moorhead/Fargo/Grand Forks or Sioux Falls, SD 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	1	<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: http://mhcpproviderdirectory.dhs.state.mn.us/ and https://www.medicare.gov/physiciancompare/.</p> <p>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.</p> <p>Thoracic 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>
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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.
- 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.
- 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.

A handwritten signature in blue ink, reading "Charles J. Abrahamson". The signature is fluid and cursive, with a long horizontal stroke at the end.

Charles Abrahamson, HealthPartners, Vice President Network Management & Provider Relations
07/20/18