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MANAGED CARE SYSTEMS  
 P.O. Box 64882, St. Paul, MN 55164-0882  
 Telephone: 651-201-5100  
 Email: [health\\_managedcare@state.mn.us](mailto:health_managedcare@state.mn.us)

## Request for Waiver

Plan Year: 2020

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	Reason Code 4: Network Structure*
UCare Minnesota	UCare Individual and Family Plans	MNN001	<select one>
Name	Title	Date	Reason Code 4: Enrollees in Network*
Amanda Bohler	Provider Network Analyst, Sr.	5/22/2019	

**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 Not Covered*
General Hospital facilities	Koochiching	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. Members who reside in Koochiching county who are outside of the distance standards have in Network hospitals available to them just outside of the 30 mile requirements.		
General Hospital facilities	St. Louis	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. Members who reside in St. Louis county who are outside of the distance standards have in Network hospitals available to them just outside of the 30 mile requirements.		

<p><i>General Hospital facilities</i></p>	<p>Lake</p>	<p>1</p>	<p>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. Members who reside in Lake county who are outside of the distance standards have in Network hospitals available to them just outside of the 30 mile requirements. Members who reside in Lake county who are outside of the distance standards have in Network hospitals available to them just outside of the 30 mile requirements.</p>		
<p><i>General Hospital facilities</i></p>	<p>Cook</p>	<p>1</p>	<p>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. Members who reside in Cook county who are outside of the distance standards have in Network hospitals available to them just outside of the 30 mile requirements. Members who reside in Cook county who are outside of the distance standards have in Network hospitals available to them just outside of the 30 mile requirements.</p>		
<p><i>General Hospital facilities</i></p>	<p>Aitkin</p>	<p>1</p>	<p>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. Members who reside in Aitkin county who are outside of the distance standards have in Network hospitals available to them just outside of the 30 mile requirements.</p>		
<p><i>General Hospital facilities</i></p>	<p>Itasca</p>	<p>1</p>	<p>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. Members who reside in Itasca county who are outside of the distance standards have in Network hospitals available to them just outside of the 30 mile requirements.</p>		
<p><i>General Hospital facilities</i></p>	<p>Cass</p>	<p>1</p>	<p>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. Members who reside in Cass county who are outside of the distance standards have in Network hospitals available to them just outside of the 30 mile requirements.</p>		

<i>Primary Care providers</i>	<i>Koochiching</i>	<i>3</i>	UCare has identified one provider who would contribute to adequacy in this county: Lakewood Health Center in Baudette, MN. UCare has attempted to contract with this provider for the Individual and Family Plans network beginning in 2016, but has never been able to receive a returned signed agreement. UCare continues to attempt to reach this provider and is actively pursuing a signed QHP agreement. We are also monitoring for any additional providers to become available in the area through the use of the Quest Analytics software and an internal Maximizing Provider Networks workgroup. If any additional providers are identified, UCare will reach out to pursue contracting opportunities. Members who reside outside of the Primary Care 30 Mile requirement have access at the next health Essentia and Allru facilities.		
<i>Primary Care providers</i>	<i>St. Louis</i>	<i>1</i>	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. Members residing in these areas have access available to them at the closest possible provider groups which are outside of the time and distance standards.		
<i>Primary Care providers</i>	<i>Lake</i>	<i>1</i>	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. Members residing in these areas have access available to them at the closest possible provider groups which are outside of the time and distance standards.		
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<i>Mental health providers</i>	<i>Koochiching</i>	<i>1</i>	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. Members residing in these areas have access available to them at the closest possible provider groups which are outside of the time and distance standards and we support the use of Telemedicine in areas that are closer to a potential member.		
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<i>Pediatric Services Providers</i>	Koochiching	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. Members residing in these areas have access available to them at the closest possible provider groups which are outside of the time and distance standards and we support the use of Telemedicine in areas that are closer to a potential member.		
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<p><b>Allergy, Immunology and Rheumatology</b></p>	<p><i>Koochiching,Itasca,Cass,St. Louis,Lake,Cook,Aitkin</i></p>	<p>1</p>	<p>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 23, 2019 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. Members residing in these areas have access available to them at the closest possible provider groups which are outside of the time and distance standards and we support the use of Telemedicine in areas that are closer to a potential member.</p>		
<p><b>Anesthesiology Physicians and Certified Registered Nurse Anesthetists</b></p>	<p><i>Cook,Lake,Koochiching</i></p>	<p>1</p>	<p>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. Members residing in these areas have access available to them at the closest possible provider groups which are outside of the time and distance standards and we support the use of Telemedicine in areas that are closer to a potential member.</p>		
<p><b>Cardiac Surgery</b></p>	<p><i>Cook,Koochiching,Lake,St. Louis</i></p>	<p>1</p>	<p>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. Members residing in these areas have access available to them at the closest possible provider groups which are outside of the time and distance standards and we support the use of Telemedicine in areas that are closer to a potential member.</p>		
<p><b>Cardiovascular Disease</b></p>	<p><i>Cook</i></p>	<p>1</p>	<p>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. Members residing in these areas have access available to them at the closest possible provider groups which are outside of the time and distance standards and we support the use of Telemedicine in areas that are closer to a potential member.</p>		

Please use additional sheet if needed

**\*Only for Reason Code 4, Network Structure, Enrollees in Network, Affected Enrollees, and Percent Not Covered only needed if reason code is 4 and provider type is Primary Care, Pediatric Services Providers (Primary Care), General Hospital and Mental Health.**

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. State what steps will be taken to address the network inadequacy.
- Provider does not meet carrier's credentialing requirements. Carrier must cite the reason(s) provider does not meet carrier's credentialing requirements. State what steps were and will be taken to address the network inadequacy.
- Carrier has made a good faith effort to contract with provider and provider has refused to accept a contract.



Provider Type	County	Reason Code	Notes	Affected Enrollees*	Percent Not Covered*
<i>Colon and Rectal Surgery</i>	<i>Koochiching, St. Louis, Cook, Itasca, Cass, Wadena, Crow Wing, Todd, Aitkin</i>	<i>1</i>	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. Members residing in these areas have access available to them at the closest possible provider groups which are outside of the time and distance standards and we support the use of Telemedicine in areas that are closer to a potential member.		
<i>Dermatology</i>	<i>Koochiching, St. Louis, Lake, Cook</i>	<i>1</i>	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. Members residing in these areas have access available to them at the closest possible provider groups which are outside of the time and distance standards and we support the use of Telemedicine in areas that are closer to a potential member.		
<i>Endocrinology</i>	<i>Koochiching, St. Louis, Lake, Cook, Pine</i>	<i>1</i>	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. Members residing in these areas have access available to them at the closest possible provider groups which are outside of the time and distance standards and we support the use of Telemedicine in areas that are closer to a potential member.		
<i>Gastroenterology</i>	<i>Koochiching, Itasca, St. Louis, Cook</i>	<i>1</i>	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 23, 2019 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. Members residing in these areas have access available to them at the closest possible provider groups which are outside of the time and distance standards and we support the use of Telemedicine in areas that are closer to a potential member.		
<i>General Surgery</i>	<i>Cook</i>	<i>1</i>	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. Members residing in these areas have access available to them at the closest possible provider groups which are outside of the time and distance standards and we support the use of Telemedicine in areas that are closer to a potential member.		

Genetics	Koochiching, Itasca, Cass, Crow Wing, Aitkin, Pine, St. Louis, Lake, Cook, Kanabec	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. Members residing in these areas have access available to them at the closest possible provider groups which are outside of the time and distance standards and we support the use of Telemedicine in areas that are closer to a potential member.		
Nephrology	Cook, Lake, St. Louis	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. Members residing in these areas have access available to them at the closest possible provider groups which are outside of the time and distance standards and we support the use of Telemedicine in areas that are closer to a potential member.		
Neurology and Neurological Surgery	Cook, Lake	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. Members residing in these areas have access available to them at the closest possible provider groups which are outside of the time and distance standards and we support the use of Telemedicine in areas that are closer to a potential member.		
Obstetrics and Gynecology	Cook	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. Members residing in these areas have access available to them at the closest possible provider groups which are outside of the time and distance standards and we support the use of Telemedicine in areas that are closer to a potential member.		
Oncology	Lake, St. Louis, Cook	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. Members residing in these areas have access available to them at the closest possible provider groups which are outside of the time and distance standards and we support the use of Telemedicine in areas that are closer to a potential member.		



<b>Ophthalmology</b>	<b>Cook, Koochiching, Lake, St. Louis</b>	<b>1</b>	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. Members residing in these areas have access available to them at the closest possible provider groups which are outside of the time and distance standards and we support the use of Telemedicine in areas that are closer to a potential member.		
<b>Orthopedic Surgery</b>	<b>Cook</b>	<b>1</b>	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. Members residing in these areas have access available to them at the closest possible provider groups which are outside of the time and distance standards and we support the use of Telemedicine in areas that are closer to a potential member.		
<b>Otolaryngology</b>	<b>Cook, Koochiching, Itasca</b>	<b>1</b>	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. Members residing in these areas have access available to them at the closest possible provider groups which are outside of the time and distance standards and we support the use of Telemedicine in areas that are closer to a potential member.		
<b>Pediatric Specialty Providers</b>	<b>Koochiching, St. Louis, Cook, Lake</b>	<b>1</b>	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. Members residing in these areas have access available to them at the closest possible provider groups which are outside of the time and distance standards and we support the use of Telemedicine in areas that are closer to a potential member.		
<b>Physical Medicine and Rehabilitation and Occupational Medicine</b>	<b>Cook</b>	<b>1</b>	There are no Physical Medicine, Rehabilitation and Occupational Medicine 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. Members residing in these areas have access available to them at the closest possible provider groups which are outside of the time and distance standards and we support the use of Telemedicine in areas that are closer to a potential member.		
<b>Pulmonary Disease</b>	<b>Cook</b>	<b>1</b>	UCare contracts with all known pulmonary providers. Gaps exist in Cook county 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. Members residing in these areas have access available to them at the closest possible provider groups which are outside of the time and distance standards and we support the use of Telemedicine in areas that are closer to a potential member.		

<b>Reconstructive Surgery</b>	<i>Koochiching, St. Louis, Lake, Cook, Cass, Itasca</i>	1	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. Members residing in these areas have access available to them at the closest possible provider groups which are outside of the time and distance standards and we support the use of Telemedicine in areas that are closer to a potential member.		
<b>SUD (Chemical Dependency) - Outpatient</b>	<i>Koochiching, St. Louis, Lake, Cook</i>	1	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. Members residing in these areas have access available to them at the closest possible provider groups which are outside of the time and distance standards and we support the use of Telemedicine in areas that are closer to a potential member.		
<b>SUD (Chemical Dependency) - Inpatient</b>	<i>Cook, St. Louis, Lake, Koochiching</i>	1	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. Members residing in these areas have access available to them at the closest possible provider groups which are outside of the time and distance standards and we support the use of Telemedicine in areas that are closer to a potential member.		
<b>Thoracic Surgery</b>	<i>Koochiching, St. Louis, Lake, Cook, Itasca, Cass, Wadena, Aitkin, Pine, Kanabec, Crow Wing</i>	1	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. Members residing in these areas have access available to them at the closest possible provider groups which are outside of the time and distance standards and we support the use of Telemedicine in areas that are closer to a potential member.		
<b>Urology</b>	<i>Cook</i>	1	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. Members residing in these areas have access available to them at the closest possible provider groups which are outside of the time and distance standards and we support the use of Telemedicine in areas that are closer to a potential member.		



