

MANAGED CARE SYSTEMS
 P.O. Box 64882, St. Paul, MN 55164-0882
 Telephone: 651-201-5100
 Email: health.managedcare@state.mn.us

Request for Waiver

Plan Year:

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*
HealthPartners Insurance Corporation (HPIC)	Perform	MNN002	<select one>
Name	Title	Date	Enrollees in Network*
Martin Michael	Sr Director Provider Relations & Network Management	5/20/2021	

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	Notes	Affected Enrollees*	Percent Total Enrollees Affected	Percent Not Covered*	Percent Available Providers Included
<i>Allergy, Immunology and Rheumatology</i>	<i>Cook, Kittson, Lake, Lake Of The Woods, Lincoln, Lyon, Roseau, Yellow Medicine, St. Louis</i>	1	<p>The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitan area is Duluth. HealthPartners contracts with all known providers in this area. Members have access to the closest available providers.</p> <p>Counties in the northwestern part of the state are made up of farms in the northwestern most counties, to national and state forests and the Red Lake Indian Reservation in the more eastern counties. All of these counties are rural and made up of smaller communities. The closest metropolitan area is Fargo/Moorhead. HealthPartners contracts with all known providers in this area, so members have access to the closest available providers.</p> <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://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>Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.</p> <p>ENROLLEE ACCESS TO SERVICES IN 2020:</p> <p>Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health, Avera Health, Altru Health Systems, Minnesota Rural Health, Riverview Healthcare Association, and St. Luke's Hospital & Clinics. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories</p> <p>New providers identified No additional providers were identified.</p>				

<p>Physiology Physicians and Certified Registered Nurse Anesthetists</p>	<p>Beltrami, Cook, Kittson, Koochiching, Lake, Lake Of The Woods, Roseau</p>	<p>The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitan area is Duluth. HealthPartners contracts with all known providers in this area.</p> <p>Counties in the northwestern part of the state are made up of farms in the northwestern most counties, to national and state forests, large lakes, and the Red Lake Indian Reservation in the more eastern counties. All of these counties are rural and made up of smaller communities. The closest metropolitan area is Fargo/Moorhead. HealthPartners contracts with all known providers in this area, so members have access to the closest available providers.</p> <p>Members have access to the closest available facilities where these types of providers are generally located.</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>Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.</p> <p>ENROLLEE ACCESS TO SERVICES IN 2020:</p> <p>Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health, Altru Health System and St. Luke's Hospital & Clinics. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified No additional providers were identified.</p>				
<p>Cardiac Surgery</p>	<p>Becker, Beltrami, Big Stone, Cass, Chippewa, Clearwater, Cook, Cottonwood, Grant, Hubbard, Itasca, Kittson, Koochiching, Lac Qui Parle, Lake, Lake Of The Woods, Lincoln, Lyon, Mahnommen, Marshall, Murray, Otter Tail, Pennington, Polk, Pope, Red Lake, Redwood, Renville, Roseau, St. Louis, Stevens, Swift, Traverse, Yellow Medicine, Brown, Wilkin, Jackson</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 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</p>				
<p>Cardiovascular Disease</p>	<p>Cook</p>	<p>The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitan area is Duluth. HealthPartners contracts with all known providers in this area. Members have access to the closest available providers.</p> <p>HealthPartners also supports the use of telemedicine for consultations 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>Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.</p> <p>ENROLLEE ACCESS TO SERVICES IN 2020:</p> <p>Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health and St. Luke's Hospital & Clinics. In addition to the large care system's</p>				

		<p>For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health, Altru Health System and St. Luke's Hospital & Clinics. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified No additional providers were identified.</p>			
Dermatology	Cook,Lake,Lake Of The Woods,Roseau,St. Louis	<p>The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitan area is Duluth. HealthPartners contracts with all known providers in this area. Members have access to the closest available providers.</p> <p>Counties in the northwestern part of the state are made up of farms in the northwestern most counties, to national and state forests and the Red Lake Indian Reservation in the more eastern counties. All of these counties are rural and made up of smaller communities. The closest metropolitan area is Fargo/Moorhead. 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>Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.</p> <p>ENROLLEE ACCESS TO SERVICES IN 2020:</p> <p>Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health, Altru Health System and St. Luke's Hospital & Clinics. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified No additional providers were identified.</p>			
Endocrinology	Beltrami,Big Stone,Cook,Jackson,Kittson,Koochiching,Lac Qui Parle,Lake,Lake Of The Woods,Marshall,Pennington,Polk,Red Lake,Roseau,St. Louis,Traverse	<p>The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitan area is Duluth. HealthPartners contracts with all known providers in this area. Members have access to the closest available facilities.</p> <p>Counties in the northwestern part of the state are made up of farms in the northwestern most counties, to national and state forests, large lakes, and the Red Lake Indian Reservation in the more eastern counties. All of these counties are rural and made up of smaller communities. The closest metropolitan area is Fargo/Moorhead. HealthPartners contracts with all known providers in this area, so members have access to the closest available providers.</p> <p>Counties that make up the southern 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>Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.</p>			

		<p>ENROLLEE ACCESS TO SERVICES IN 2020:</p> <p>Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health, Altru Health System, Avera, CentraCare, Riverview Healthcare Association, Minnesota Rural Health, and St. Luke's Hospital & Clinics. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COVID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified No additional providers were identified.</p>				
Gastroenterology	Beltrami, Cook, Kittson, Koochiching, Lake, Lake Of The Woods, Marshall, Roseau, St. Louis	<p>The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitan area is Duluth. HealthPartners contracts with all known providers in this area. Members have access to the closest available providers.</p> <p>Counties in the northwestern part of the state are made up of farms in the northwestern most counties, to national and state forests and the Red Lake Indian Reservation in the more eastern counties. All of these counties are rural and made up of smaller communities. The closest metropolitan area is Fargo/Moorhead. 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>Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.</p> <p>ENROLLEE ACCESS TO SERVICES IN 2020:</p> <p>Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health, Altru Health System and St. Luke's Hospital & Clinics. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COVID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified No additional providers were identified.</p>				
Genetics	Aitkin, Becker, Beltrami, Big Stone, Brown, Carlton, Cass, Clearwater, Cook, Cottonwood, Crow Wing, Grant, Hubbard, Itasca, Jackson, Kanabec, Koochiching, Kittson, Lac Qui Parle, Lake, Lake Of The Woods, Le Sueur, Mahnommen, Marshall, Nicollet, Nobles, Otter Tail, Pennington, Pine, Polk, Pope, Red Lake, Renville, Roseau, St. Louis, Sibley, Stevens, Swift, Traverse, Wilkin	<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.</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>contracted, 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>ENROLLEE ACCESS TO SERVICES IN 2020:</p> <p>Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health, Altru Health System, St. Luke's Hospital & Clinics, Mankato Clinics, Olmstead Medical Center, Minnesota Rural Health, Avera Health, CentraCare, and Ridgeview Clinics. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories 				
General Surgery	Cook	<p>The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitan area is Duluth. HealthPartners contracts with all known providers in this area. 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>Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.</p> <p>ENROLLEE ACCESS TO SERVICES IN 2020: Referral to metropolitan area clinics and facilities Complex General Surgery services are performed at larger metropolitan care system hospitals and locations. HealthPartners' contracted providers refer their patients to metropolitan area providers who have access to large hospital facilities that provide general surgery services.</p> <p>Provider clinics or outreach locations Essentia Health, Sanford Health and St. Luke's Hospital & Clinics have satellite locations or provide outreach services at other locations in the region. In addition, telemedicine is an option for office visits, including consultations and post-operative visits.</p> <p>Network Reviews There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> Healthgrades Medicare Physician Compare Minnesota Health Care Programs Provider Directory National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified No additional providers were identified.</p>				
Nephrology	Cook, Lake, St. Louis	<p>The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitan area is Duluth. HealthPartners contracts with all known providers in this area. 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>Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.</p> <p>ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health and St. Luke's Hospital & Clinics. In addition to the large care system's</p>				

		<p>own locations, they often provide outreach services at smaller provider groups in the area.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified No additional providers were identified.</p>				
Neurology and Neurological Surgery	Big Stone, Cook, Lake, St. Louis	<p>The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitan area is Duluth. HealthPartners contracts with all known providers in this area. Members have access to the closest available facilities.</p> <p>The 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 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://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>Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.</p> <p>ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health, St. Luke's Hospital & Clinics, and CentraCare. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified No additional providers were identified.</p>				
Obstetrics and Gynecology	Cook, Lake	<p>The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitan area is Duluth. HealthPartners contracts with all known providers in this area. 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>Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.</p> <p>ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health and St. Luke's Hospital & Clinics. In addition to the large care system's</p>				

		<p>own locations, they often provide outreach services at smaller provider groups in the area.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified No additional providers were identified.</p>				
Oncology	Cook,Lake,St. Louis	<p>The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitan area is Duluth. HealthPartners contracts with all known providers in this area. 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://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>Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.</p> <p>ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health and St. Luke's Hospital & Clinics. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified No additional providers were identified.</p>				
Ophthalmology	Cook,Lake,St. Louis	<p>The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitan area is Duluth. HealthPartners contracts with all known providers in this area. 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://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>Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.</p> <p>ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health and St. Luke's Hospital & Clinics. In addition to the large care system's</p>				

		<p>own locations, they often provide outreach services at smaller provider groups in the area.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified No additional providers were identified.</p>				
Orthopedic Surgery	Cook	<p>The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitan area is Duluth. HealthPartners contracts with all known providers in this area. 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://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>Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.</p> <p>ENROLLEE ACCESS TO SERVICES IN 2020: Referral to metropolitan area clinics and facilities Complex Orthopedic Surgery services are performed at larger metropolitan care system hospitals and locations. HealthPartners' contracted providers refer their patients to metropolitan area providers who have access to large hospital facilities that provide orthopedic surgery services.</p> <p>Provider clinics or outreach locations Essentia Health, Sanford Health and St. Luke's Hospital & Clinics have satellite locations or provide outreach services at other locations in the region. In addition, telemedicine is an option for office visits, including consultations and post-operative visits.</p> <p>Network Reviews There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <p>Healthgrades Medicare Physician Compare Minnesota Health Care Programs Provider Directory National Institute of Health US National Library of Medicine MedlinePlus Directories</p> <p>New providers identified No additional providers were identified.</p>				
Otolaryngology	Beltrami, Cook, Koochiching, Lake, Lake Of The Woods, St. Louis	<p>The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitan area is Duluth. HealthPartners contracts with all known providers in this area. Members have access to the closest available facilities.</p> <p>Counties in the northwestern part of the state are made up of farms in the northwestern most counties, to national and state forests, large lakes, and the Red Lake Indian Reservation in the more eastern counties. All of these counties are rural and made up of smaller communities. The closest metropolitan area is Fargo/Moorhead. 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://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>Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.</p> <p>ENROLLEE ACCESS TO SERVICES IN 2020:</p>				

			<p>ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health, Altru Health System and St. Luke's Hospital & Clinics. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories</p> <p>New providers identified No additional providers were identified.</p>			
Pediatric Specialty Providers	Cass, Cook, Crow Wing, Kittson, Koochiching, Lake, St. Louis	1	<p>The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitan area is Duluth. HealthPartners contracts with all known providers in this area. Members have access to the closest available facilities.</p> <p>Counties in the northwestern part of the state are made up of farms in the northwestern most counties, to national and state forests, large lakes, and the Red Lake Indian Reservation in the more eastern counties. All of these counties are rural and made up of smaller communities. The closest metropolitan area is Fargo/Moorhead. 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://mhccproviderdirectory.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>Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.</p> <p>ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health, Altru Health System, Riverview Healthcare Association, and St. Luke's</p>			
Physical Therapy, Occupational Therapy and Speech Ther	Koochiching, St. Louis	1	<p>The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitan area is Duluth. HealthPartners contracts with all known providers in this area. 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://mhccproviderdirectory.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>Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.</p> <p>ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health and St. Luke's Hospital & Clinics. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories</p> <p>New providers identified No additional providers were identified.</p>			

<p>Physical Medicine and Rehabilitation and Occupational Med</p>	<p>Cook</p>	<p>1</p>	<p>The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitan area is Duluth. HealthPartners contracts with all known providers in this area. 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>Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.</p> <p>ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health and St. Luke's Hospital & Clinics. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified No additional providers were identified.</p>			
<p>Pulmonary Disease</p>	<p>Cook,Lake,St. Louis</p>	<p>1</p>	<p>The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitan area is Duluth. HealthPartners contracts with all known providers in this area. 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>Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.</p> <p>ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health and St. Luke's Hospital & Clinics. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified No additional providers were identified.</p>			

<p>Radiology and Nuclear Medicine</p>	<p>Cook, Koochiching, Lake, St. Louis</p>	<p>The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitan area is Duluth. HealthPartners contracts with all known providers in this area. 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>Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.</p> <p>ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health and St. Luke's Hospital & Clinics. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified No additional providers were identified.</p>			
<p>Reconstructive Surgery</p>	<p>Becker, Beltrami, Big Stone, Cass, Chippewa, Clearwater, Cook, Grant, Hubbard, Itasca, Jackson, Koochiching, Lac Qui Parle, Lake, Lake of The Woods, Lincoln, Lyon, Mahnommen, Marshall, Murray, Nobles, Otter Tail, Pennington, Polk, Pope, Red Lake, Roseau, St. Louis, Stevens, Swift, Traverse, Wilkin, Yellow Medicine</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://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>ENROLLEE ACCESS TO SERVICES IN 2020: Referral to metropolitan area clinics and facilities Complex Reconstructive Surgery services are performed at larger metropolitan care system hospitals and locations. HealthPartners' contracted providers refer their patients to metropolitan area providers who have access to large hospital facilities that provide reconstructive surgery services.</p> <p>Provider clinics or outreach locations Sanford Health, St. Luke's Hospital & Clinics, Altru Health System, Avera Health, Olstead Medical Center, Minnesota Rural Health, CentraCare, Riverview Healthcare Association, and Essentia Health have satellite locations or provide outreach services at other locations in the region. In addition, telemedicine is an option for office visits, including consultations and post-operative visits.</p> <p>Network Reviews There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations Healthgrades</p>			

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. Waivers automatically expire after one year. The commissioner shall only approve a subsequent waiver application that satisfies the requirements in Minnesota Statutes 62K.10 Subd. 5, demonstrates that the carrier took the steps it proposed to address network inadequacy, and explains why the carrier continues to be unable to satisfy the requirements.

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.

Carriers must:

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. [NPPES 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, in its waiver application, a health carrier demonstrates to the commissioner that there are no providers of a specific type or specialty in a county, the commissioner may approve a waiver in which the health carrier is allowed to address network inadequacy in that county by providing for patient access to providers of that type or specialty via telemedicine
 - ii. 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.

Carriers must:

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.

Carriers must:

1. Cite the reason(s) provider state(s) for refusing contract(s)
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.

Carriers must:

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, and Mental Health providers are included in the county and of the provider type for which a waiver is requested
2. State what, if any, steps are taken to inform enrollees of restricted access
3. State the total number of estimated enrollees in the network as of the submission date of the waiver
4. State why the geographic access standards cannot be met. Explain why full geographic access is not possible with this network design
5. State how access will be provided for this provider type for the 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?

6. 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 the estimated percentage of area in that county that is not covered

Allowable Waiver Reason Codes and Guidelines for Subsequent Approval (Renewals)

In accordance with 62K.10 Subd. 5 (d), waivers will automatically expire after one year.

Carriers seeking identical, subsequent waivers for plan year 2022 will be required to show steps taken to address network inadequacies in plan year 2021 (see below).

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.

Carriers must:

- 1. Meet all of the requirements set forth for initial approval
- 2. Provide a description of how access was provided for affected enrollees in the previous approval year
- 3. Show evidence of quarterly efforts to assess provider availability throughout the last calendar year. Did new providers become available in affected areas? If so, describe any efforts to pursue contracts. If new providers became available and new contracts were not pursued, explain why.

Reason Code 2:

Provider does not meet carrier's credentialing requirements.

Carriers must:

- 1. Meet all of the requirements set forth for initial approval
- 2. Provide a description of how access was provided for affected enrollees in the last approval year

Reason Code 3:

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

Carriers must:

- 1. Meet all of the requirements set forth for initial approval
- 2. Provide a description of how access was provided for affected enrollees in the last approval year

Reason Code 4:

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

Carriers must:

- 1. Meet all of the requirements set forth for initial approval
- 2. Provide a description of how access was provided for affected enrollees in the last approval year

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.



Martin Michael, HealthPartners
Sr Director Provider Relations & Network Mgmt

05/20/21
Data signed

Provider Type	County	Season Code	Notes	Affected Enrollees*	Percent Total Enrollees Affected	Percent Not Covered*	Percent Available Providers Included in Network
SUD (Chemical Dependency) - Outpatient	Kittson, St. Louis	1	<p>The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitan area is Duluth. HealthPartners contracts with all known providers in this area. 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://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>Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.</p> <p>The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitan area is Duluth. HealthPartners contracts with all known providers in this area. 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://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>Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.</p> <p>ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Altru Health System, St. Luke's Hospital & Clinics, Riverview Healthcare Association, and Sanford Health. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area. Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COVID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p>				
			<p>The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitan area is Duluth. HealthPartners contracts with all known providers in this area. Members have access to the closest available providers.</p> <p>Counties in the northwestern part of the state are made up of farms in the northwestern most counties, to national and state forests and the Red Lake Indian Reservation in the more eastern counties. All of these counties are rural and made up of smaller communities. The closest metropolitan area is Fargo/Moorhead. HealthPartners contracts with all known providers in this area, so members have access to the closest available providers.</p> <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>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>Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.</p> <p>The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitan area is Duluth. HealthPartners contracts with all known providers in this area. 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://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>Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.</p> <p>ENROLLEE ACCESS TO SERVICES IN 2020: 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 large 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/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>ENROLLEE ACCESS TO SERVICES IN 2020: Referral to metropolitan area clinics and facilities Complex Thoracic Surgery services are performed at larger metropolitan care system hospitals and locations. HealthPartners' contracted providers refer their patients to metropolitan area providers who have access to large hospital facilities that provide Thoracic surgery services.</p> <p>Provider clinics or outreach locations Sanford Health, St. Luke's Hospital & Clinics, Altru Health System, Avera Health, CentraCare, Minnesota Rural Health, Riverview Healthcare Association, and Essentia Health have satellite locations or provide outreach services at other locations in the region. In addition, telemedicine is an option for office visits, including consultations and post-operative visits.</p>				
SUD (Chemical Dependency) - Inpatient	Beltrami, Big Stone, Clearwater, Chippewa, Cook, Hubbard, Jackson, Kittson, Koochiching, Lac Qui Parle, Lake, Lake Of The Woods, Lincoln, Lyon, Marshall, Murray, Nobles, Pennington, Pipestone, Polk, Renville, Rock, Roseau, St. Louis, Yellow Medicine	1	<p>The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitan area is Duluth. HealthPartners contracts with all known providers in this area. Members have access to the closest available providers.</p> <p>Counties in the northwestern part of the state are made up of farms in the northwestern most counties, to national and state forests and the Red Lake Indian Reservation in the more eastern counties. All of these counties are rural and made up of smaller communities. The closest metropolitan area is Fargo/Moorhead. HealthPartners contracts with all known providers in this area, so members have access to the closest available providers.</p> <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>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>Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.</p> <p>The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitan area is Duluth. HealthPartners contracts with all known providers in this area. 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://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>Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.</p> <p>ENROLLEE ACCESS TO SERVICES IN 2020: 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 large 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/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>ENROLLEE ACCESS TO SERVICES IN 2020: Referral to metropolitan area clinics and facilities Complex Thoracic Surgery services are performed at larger metropolitan care system hospitals and locations. HealthPartners' contracted providers refer their patients to metropolitan area providers who have access to large hospital facilities that provide Thoracic surgery services.</p> <p>Provider clinics or outreach locations Sanford Health, St. Luke's Hospital & Clinics, Altru Health System, Avera Health, CentraCare, Minnesota Rural Health, Riverview Healthcare Association, and Essentia Health have satellite locations or provide outreach services at other locations in the region. In addition, telemedicine is an option for office visits, including consultations and post-operative visits.</p>				
Thoracic Surgery	Becker, Beltrami, Big Stone, Brown, Cass, Chippewa, Clearwater, Cook, Cottonwood, Grant, Hubbard, Itasca, Jackson, Kittson, Koochiching, Lac Qui Parle, Lake, Lake Of The Woods, Lincoln, Lyon, Mahnom, Marshall, Murray, Otter Tail, Pennington, Polk, Pope, Red Lake, Redwood, Renville, Roseau, St. Louis, Stevens, Swift, Traverse, Wilkin, Yellow Medicine	1	<p>The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitan area is Duluth. HealthPartners contracts with all known providers in this area. Members have access to the closest available providers.</p> <p>Counties in the northwestern part of the state are made up of farms in the northwestern most counties, to national and state forests and the Red Lake Indian Reservation in the more eastern counties. All of these counties are rural and made up of smaller communities. The closest metropolitan area is Fargo/Moorhead. HealthPartners contracts with all known providers in this area, so members have access to the closest available providers.</p> <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>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>Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.</p> <p>The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitan area is Duluth. HealthPartners contracts with all known providers in this area. 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://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>Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.</p> <p>ENROLLEE ACCESS TO SERVICES IN 2020: 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 large 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/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>ENROLLEE ACCESS TO SERVICES IN 2020: Referral to metropolitan area clinics and facilities Complex Thoracic Surgery services are performed at larger metropolitan care system hospitals and locations. HealthPartners' contracted providers refer their patients to metropolitan area providers who have access to large hospital facilities that provide Thoracic surgery services.</p> <p>Provider clinics or outreach locations Sanford Health, St. Luke's Hospital & Clinics, Altru Health System, Avera Health, CentraCare, Minnesota Rural Health, Riverview Healthcare Association, and Essentia Health have satellite locations or provide outreach services at other locations in the region. In addition, telemedicine is an option for office visits, including consultations and post-operative visits.</p>				

<p>Urology</p>	<p>Cook</p>	<p>The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. The closest metropolitan area is Duluth. HealthPartners contracts with all known providers in this area. 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>Gaps will be monitored on a quarterly basis and we will pursue contracts with new providers if they are identified.</p> <p>ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Sanford Health, St. Luke's Hospital & Clinics and Essentia Health. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified No additional providers were identified.</p>				
<p>Vascular Surgery</p>	<p>Beltrami,Brown,Cook,Kittson, Koochiching,Lake,Lake Of The Woods,Redwood,Roseau,St. Louis</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/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>ENROLLEE ACCESS TO SERVICES IN 2020: Referral to metropolitan area clinics and facilities Complex Vascular Surgery services are performed at larger metropolitan care system hospitals and locations. HealthPartners' contracted providers refer their patients to metropolitan area providers who have access to large hospital facilities that provide Vascular surgery services.</p> <p>Provider clinics or outreach locations Sanford Health, St. Luke's Hospital & Clinics,Altru Health System, Avera Health and Essentia Health have satellite locations or provide outreach services at other locations in the region. In addition, telemedicine is an option for office visits, including consultations and post-operative visits.</p>				
<p>General Hospital facilities</p>	<p>Aitkin</p>	<p>There is a gap in the northeastern part of Aitkin County. HealthPartners contracts with all known hospitals in the 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>ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations For inpatient services, including hospital-based and substance use disorder services, there are large care systems and independent providers who are available to members. Large care systems in the area, who generally have their own hospitals and treatment facilities, include Essentia Health, St. Luke's Hospital and Clinics, and Sanford Health.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified No additional providers were identified.</p>				

<p>General Hospital facilities</p>	<p>Beltrami</p>	<p>There is a gap in the northern part of Beltrami County. HealthPartners contracts with all known hospitals in the 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>ENROLLEE ACCESS TO SERVICES IN 2020:</p> <p>Provider clinics or outreach locations For inpatient services, including hospital-based and substance use disorder services, there are large care systems and independent providers who are available to members. Large care systems in the area, who generally have their own hospitals and treatment facilities, include Essentia Health, Altru Health System and Sanford Health.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified No additional providers were identified.</p>	<p>1</p>	<p>17</p>	<p>50</p>	<p>100</p>
<p>General Hospital facilities</p>	<p>Cass</p>	<p>Cass County is located in the North Central part of Minnesota and contains a portion of Chippewa National Forest, Foot Hills State Park and numerous lakes. It is also the home of part of the Leech Lake Indian Reservation. The Reservation covers 30-35% of Cass County – primarily the northwest part of the county.</p> <p>There is a gap in the central part of Cass County for hospital services. HealthPartners does not have a contract with the Cass Lake Hospital located in this part of the county. HealthPartners contacts this provider on an annual basis to offer a contract and the provider has refused to contract. However, due to their status as an Indian Health Service facility, HealthPartners allows members to access the facility regardless of their non-contracted status and pays claims from this provider at in network benefit levels.</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>ENROLLEE ACCESS TO SERVICES IN 2020:</p> <p>Provider clinics or outreach locations For inpatient services, including hospital-based and substance use disorder services, there are large care systems and independent providers who are available to members. Large care systems in the area, who generally have their own hospitals and treatment facilities, include Essentia Health, St. Luke's Hospital and Clinics and Sanford Health.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories 	<p>1</p>	<p>8</p>	<p>15</p>	<p>100</p>
<p>General Hospital facilities</p>	<p>Clearwater</p>	<p>There is a gap in the northern part of Clearwater County. HealthPartners contracts with all known hospitals in the 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>ENROLLEE ACCESS TO SERVICES IN 2020:</p> <p>Provider clinics or outreach locations For inpatient services, including hospital-based and substance use disorder services, there are large care systems and independent providers who are available to members. Large care systems in the area, who generally have their own hospitals and treatment facilities, include Essentia Health, Altru Health System and Sanford Health.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified No additional providers were identified.</p>	<p>0</p>	<p>0</p>	<p>0</p>	<p>0</p>

<p>General Hospital facilities</p>	<p>Cook</p>	<p>There is a gap in the western and eastern part of Cook County. The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. HealthPartners contracts with all known facilities in this area. Available facilities 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>ENROLLEE ACCESS TO SERVICES IN 2020:</p> <p>Provider clinics or outreach locations For inpatient services, including hospital-based and substance use disorder services, there are large care systems and independent providers who are available to members. Large care systems in the area, who generally have their own hospitals and treatment facilities, include Essentia Health, St. Luke's Hospital and Clinics and Sanford Health.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified No additional providers were identified.</p>	<p>1</p>	<p>4</p>	<p>10</p>	<p>100</p>
<p>General Hospital facilities</p>	<p>Itasca</p>	<p>There is a gap in the northwestern part of Itasca County. HealthPartners contracts with all known hospitals in the 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>ENROLLEE ACCESS TO SERVICES IN 2020:</p> <p>Provider clinics or outreach locations For inpatient services, including hospital-based and substance use disorder services, there are large care systems and independent providers who are available to members. Large care systems in the area, who generally have their own hospitals and treatment facilities, include Essentia Health, St. Luke's Hospital and Clinics and Sanford Health.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified No additional providers were identified.</p>	<p>0</p>	<p>0</p>	<p>0</p>	<p>0</p>
<p>General Hospital facilities</p>	<p>Koochiching</p>	<p>There is a gap in the western part of Koochiching County. HealthPartners contracts with all known hospitals in the 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>ENROLLEE ACCESS TO SERVICES IN 2020:</p> <p>Provider clinics or outreach locations For inpatient services, including hospital-based and substance use disorder services, there are large care systems and independent providers who are available to members. Large care systems in the area, who generally have their own hospitals and treatment facilities, include Essentia Health, St. Luke's Hospital and Clinics and Sanford Health.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified No additional providers were identified.</p>	<p>0</p>	<p>0</p>	<p>0</p>	<p>0</p>

<p>General Hospital facilities</p>	<p>Lake</p>	<p>There is a gap in the eastern part of Lake County. HealthPartners contracts with all known hospitals in the county. This area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. 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>ENROLLEE ACCESS TO SERVICES IN 2020:</p> <p>Provider clinics or outreach locations For inpatient services, including hospital-based and substance use disorder services, there are large care systems and independent providers who are available to members. Large care systems in the area, who generally have their own hospitals and treatment facilities, include Essentia Health, Sanford Health and St. Luke's Hospital & Clinics.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified No additional providers were identified.</p>	<p>1</p>	<p>50</p>	<p>20</p>	<p>100</p>
<p>General Hospital facilities</p>	<p>Lake Of The Woods</p>	<p>There is a gap in the northern and southwestern part of Lake of the Woods County. HealthPartners contracts with all known hospitals in the 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>ENROLLEE ACCESS TO SERVICES IN 2020:</p> <p>Provider clinics or outreach locations For inpatient services, including hospital-based and substance use disorder services, there are large care systems and independent providers who are available to members. Large care systems in the area, who generally have their own hospitals and treatment facilities, include Essentia Health, Altru Health System and Clinics and Sanford Health.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified No additional providers were identified.</p>	<p>0</p>	<p>0</p>	<p>0</p>	<p>0</p>
<p>General Hospital facilities</p>	<p>Marshall</p>	<p>There is a gap in the eastern part of Marshall County. HealthPartners contracts with all known hospitals in the 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>ENROLLEE ACCESS TO SERVICES IN 2020:</p> <p>Provider clinics or outreach locations For inpatient services, including hospital-based and substance use disorder services, there are large care systems and independent providers who are available to members. Large care systems in the area, who generally have their own hospitals and treatment facilities, include Essentia Health, Altru Health System and Clinics and Sanford Health.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified No additional providers were identified.</p>	<p>0</p>	<p>0</p>	<p>0</p>	<p>0</p>

<p>General Hospital facilities</p>	<p>Roseau</p>	<p>There is a gap in the southwestern part of Roseau County. HealthPartners contracts with all known hospitals in the 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>ENROLLEE ACCESS TO SERVICES IN 2020:</p> <p>Provider clinics or outreach locations For inpatient services, including hospital-based and substance use disorder services, there are large care systems and independent providers who are available to members. Large care systems in the area, who generally have their own hospitals and treatment facilities, include Essentia Health, Altru Health System and Clinics and Sanford Health.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified No additional providers were identified.</p>	<p>0</p>	<p>0</p>	<p>0</p>	<p>0</p>
<p>General Hospital facilities</p>	<p>St. Louis</p>	<p>There is a gap in the northern part of St. Louis County. HealthPartners contracts with all known hospitals in the 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>ENROLLEE ACCESS TO SERVICES IN 2020:</p> <p>Provider clinics or outreach locations For inpatient services, including hospital-based and substance use disorder services, there are large care systems and independent providers who are available to members. Large care systems in the area, who generally have their own hospitals and treatment facilities, include Essentia Health, St. Luke's Hospital and Clinics and Sanford Health.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified No additional providers were identified.</p>	<p>0</p>	<p>0</p>	<p>0</p>	<p>0</p>
<p>Primary Care providers</p>	<p>Beltrami</p>	<p>There is a gap in the northern part of Beltrami County. HealthPartners contracts with all known providers in this county. The county is rural, and the primary care 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. HealthPartners has contracts with multiple telemedicine groups who provide additional access to primary care services if needed. There are approximately 5300 providers available.</p> <p>The following websites were searched for additional primary care 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>ENROLLEE ACCESS TO SERVICES IN 2020:</p> <p>Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health and Altru Health System. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified</p>	<p>0</p>	<p>0</p>	<p>0</p>	<p>0</p>

<p>Primary Care providers</p>	<p>Cook</p>	<p>There is a gap in all of Cook County except the southern corner. The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. HealthPartners contracts with all known providers in this county. The county is rural, and the primary care 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. HealthPartners has contracts with multiple telemedicine groups who provide additional access to primary care services if needed. There are approximately 5300 providers available.</p> <p>The following websites were searched for additional primary care 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>ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health and St. Luke's Hospital & Clinics. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories 	<p>23</p>	<p>100</p>	<p>90</p>	<p>100</p>
<p>Primary Care providers</p>	<p>Lake</p>	<p>There is a gap in eastern Lake County. The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. HealthPartners contracts with all known providers in this county. The county is rural, and the primary care 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. HealthPartners contracts with all known providers in this county. The county is rural, and the primary care 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. HealthPartners has contracts with multiple telemedicine groups who provide additional access to primary care services if needed. There are approximately 5300 providers available.</p> <p>The following websites were searched for additional primary care 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>ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health and St. Luke's Hospital & Clinics. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory 	<p>0</p>	<p>0</p>	<p>0</p>	<p>0</p>
<p>Primary Care providers</p>	<p>Lake Of The Woods</p>	<p>There is a gap in northern and southwestern Lake of the Woods County. HealthPartners contracts with all known providers in this county. The county is rural, and the primary care 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. HealthPartners has contracts with multiple telemedicine groups who provide additional access to primary care services if needed. There are approximately 5300 providers available.</p> <p>The following websites were searched for additional primary care 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>ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health and Altru Health System. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified</p>	<p>0</p>	<p>0</p>	<p>0</p>	<p>0</p>

<p>Primary Care providers</p>	<p>Marshall</p>	<p>There is a gap in eastern Marshall County. HealthPartners contracts with all known providers o in this county. The county is rural, and the primary care 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. HealthPartners has contracts with multiple telemedicine groups who provide additional access to primary care services if needed. There are approximately 5300 providers available.</p> <p>The following websites were searched for additional primary care 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>ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health and Altru Health System. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified</p>	<p>0</p>	<p>0</p>	<p>0</p>	<p>0</p>
<p>Primary Care providers</p>	<p>St. Louis</p>	<p>There is a gap in northern and east central St. Louis County. HealthPartners contracts with all known providers o in this county. The county is rural, and the primary care 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. HealthPartners has contracts with multiple telemedicine groups who provide additional access to primary care services if needed. There are approximately 5300 providers available.</p> <p>The following websites were searched for additional primary care 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>ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health and St. Luke's Hospital & Clinics. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified</p>	<p>0</p>	<p>0</p>	<p>0</p>	<p>0</p>
<p>Mental health providers</p>	<p>Beltrami</p>	<p>There is a gap in the northern part of Beltrami County. HealthPartners contracts with all known providers in this county. The county is rural, and the mental health 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. HealthPartners has contracts with multiple telemedicine groups who provide additional access to mental health services if needed. There are approximately 1500 providers available.</p> <p>The following websites were searched for additional primary care 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>ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health and Altru Health. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified</p>	<p>1</p>	<p>17</p>	<p>50</p>	<p>100</p>

<p>Mental health providers</p>	<p>Clearwater</p>	<p>There is a gap in the northern part of Clearwater County. HealthPartners contracts with all known providers in this county. The county is rural, and the mental health 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. HealthPartners has contracts with multiple telemedicine groups who provide additional access to mental health services if needed. There are approximately 1500 providers available.</p> <p>The following websites were searched for additional primary care 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>ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health and Altru Health. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified</p>	<p>0</p>	<p>0</p>	<p>0</p>	<p>0</p>
<p>Mental health providers</p>	<p>Cook</p>	<p>There is a gap in the western part of Cook County. The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. HealthPartners contracts with all known providers in this county. The county is rural, and the mental health 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. HealthPartners has contracts with multiple telemedicine groups who provide additional access to mental health services if needed. There are approximately 1500 providers available.</p> <p>The following websites were searched for additional primary care 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>ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health and St. Luke's Hospital & Clinics. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories 	<p>0</p>	<p>0</p>	<p>0</p>	<p>0</p>
<p>Mental health providers</p>	<p>Itasca</p>	<p>There is a gap in the northwestern part of Itasca County. HealthPartners contracts with all known providers in this county. The county is rural, and the mental health 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. HealthPartners has contracts with multiple telemedicine groups who provide additional access to mental health services if needed. There are approximately 1500 providers available.</p> <p>The following websites were searched for additional primary care 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>ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health and St. Luke's Hospital & Clinics. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified</p>	<p>0</p>	<p>0</p>	<p>0</p>	<p>0</p>

<p>Mental health providers</p>	<p>Kittson</p>	<p>There is a gap in the eastern part of Kittson County. HealthPartners contracts with all known providers in this county. The county is rural, and the mental health 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. HealthPartners has contracts with multiple telemedicine groups who provide additional access to mental health services if needed. There are approximately 1500 providers available.</p> <p>The following websites were searched for additional primary care 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>ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health and Altru Health. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified</p>	<p>0</p>	<p>0</p>	<p>0</p>	<p>0</p>
<p>Mental health providers</p>	<p>Koochiching</p>	<p>There is a gap in the western part of Koochiching County. HealthPartners contracts with all known providers in this county. The county is rural, and the mental health 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. HealthPartners has contracts with multiple telemedicine groups who provide additional access to mental health services if needed. There are approximately 1500 providers available.</p> <p>The following websites were searched for additional primary care 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>ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health and St. Luke's Hospital & Clinics. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified</p>	<p>0</p>	<p>0</p>	<p>0</p>	<p>0</p>
<p>Mental health providers</p>	<p>Lake</p>	<p>There is a gap in the eastern part of Lake County. The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. HealthPartners contracts with all known providers in this county. The county is rural, and the mental health 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. HealthPartners has contracts with multiple telemedicine groups who provide additional access to mental health services if needed. There are approximately 1500 providers available.</p> <p>The following websites were searched for additional primary care 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>ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health and St. Luke's Hospital & Clinics. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories 	<p>0</p>	<p>0</p>	<p>0</p>	<p>0</p>

<p>Mental health providers</p>	<p>Lake Of The Woods</p>	<p>There is a gap in the northern and southwestern part of Lake of the Woods County. HealthPartners contracts with all known providers in this county. The county is rural, and the mental health 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. HealthPartners has contracts with multiple telemedicine groups who provide additional access to mental health services if needed. There are approximately 1500 providers available.</p> <p>The following websites were searched for additional primary care 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>ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health and Altru Health. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified</p>	<p>0</p>	<p>0</p>	<p>0</p>	<p>0</p>
<p>Mental health providers</p>	<p>Marshall</p>	<p>There is a gap in the eastern part of Marshall County. HealthPartners contracts with all known providers in this county. The county is rural, and the mental health 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. HealthPartners has contracts with multiple telemedicine groups who provide additional access to mental health services if needed. There are approximately 1500 providers available.</p> <p>The following websites were searched for additional primary care 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>ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health and Altru Health. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified</p>	<p>0</p>	<p>0</p>	<p>0</p>	<p>0</p>
<p>Mental health providers</p>	<p>Roseau</p>	<p>There is a gap in the southwestern part of Rouseau County. HealthPartners contracts with all known providers in this county. The county is rural, and the mental health 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. HealthPartners has contracts with multiple telemedicine groups who provide additional access to mental health services if needed. There are approximately 1500 providers available.</p> <p>The following websites were searched for additional primary care 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>ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health and Altru Health. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified</p>	<p>0</p>	<p>0</p>	<p>0</p>	<p>0</p>

<p>Mental health providers</p>	<p>St. Louis</p>	<p>There is a gap in the northern part of St. Louis County. HealthPartners contracts with all known providers in this county. The county is rural, and the mental health 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. HealthPartners has contracts with multiple telemedicine groups who provide additional access to mental health services if needed. There are approximately 1500 providers available.</p> <p>The following websites were searched for additional primary care 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>ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health and St. Luke's Hospital & Clinics. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified</p>	<p>0</p>	<p>0</p>	<p>0</p>	<p>0</p>
<p>Pediatric Services Providers</p>	<p>Beltrami</p>	<p>There is a gap in the northern part of Beltrami County. HealthPartners contracts with all known providers in this county. The county is rural, and the primary care 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. HealthPartners has contracts with multiple telemedicine groups who provide additional access to services if needed. There are approximately 5300 providers available.</p> <p>The following websites were searched for additional primary care 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>ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health and Altru Health. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified No additional providers were identified.</p>	<p>0</p>	<p>0</p>	<p>0</p>	<p>0</p>
<p>Pediatric Services Providers</p>	<p>Cook</p>	<p>There is a gap in all of Cook County except the southern corner. The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. HealthPartners contracts with all known providers in this county. The county is rural, and the primary care 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. HealthPartners has contracts with multiple telemedicine groups who provide additional access to services if needed. There are approximately 5300 providers available.</p> <p>The following websites were searched for additional primary care 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>ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include E Essentia Health, Sanford Health and St. Luke's Hospital & Clinics. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified</p>	<p>23</p>	<p>100</p>	<p>95</p>	<p>100</p>

<p>Pediatric Services Providers</p>	<p>Lake</p>	<p>There is a gap in the eastern part of Lake County. The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. HealthPartners contracts with all known providers in this county. The county is rural, and the primary care 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. HealthPartners has contracts with multiple telemedicine groups who provide additional access to services if needed. There are approximately 5300 providers available.</p> <p>The following websites were searched for additional primary care 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>ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health and St. Luke's Hospital & Clinics. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified</p>	<p>0</p>	<p>0</p>	<p>0</p>	<p>0</p>
<p>Pediatric Services Providers</p>	<p>Lake Of The Woods</p>	<p>There is a gap in the northern and southwestern parts of Lake of the Woods County. HealthPartners contracts with all known providers in this county. The county is rural, and the primary care 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. HealthPartners has contracts with multiple telemedicine groups who provide additional access to services if needed. There are approximately 5300 providers available.</p> <p>The following websites were searched for additional primary care 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>ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health and Altru Health. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified No additional providers were identified.</p>	<p>0</p>	<p>0</p>	<p>0</p>	<p>0</p>
<p>Pediatric Services Providers</p>	<p>Marshall</p>	<p>There is a gap in the eastern part of Marshall County. HealthPartners contracts with all known providers in this county. The county is rural, and the primary care 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. HealthPartners has contracts with multiple telemedicine groups who provide additional access to services if needed. There are approximately 5300 providers available.</p> <p>The following websites were searched for additional primary care 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>ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health and Altru Health. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.</p> <p>Network Review There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified No additional providers were identified.</p>	<p>0</p>	<p>0</p>	<p>0</p>	<p>0</p>

<p><i>Pediatric Services Providers</i></p>	<p><i>St. Louis</i></p>	<p>1</p>	<p>There is a gap in the northernmost part of St. Louis County. The northeast area of the state is rural and its geography is made up of the Boundary Waters Canoe Area (BWCA), national forests and lakes, and is sparsely populated. HealthPartners contracts with all known providers in this county. This part of 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. HealthPartners has contracts with multiple telemedicine groups who provide additional access to services if needed. There are approximately 5300 providers available.</p> <p>The following websites were searched for additional primary care 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 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>ENROLLEE ACCESS TO SERVICES IN 2020: Provider clinics or outreach locations</p> <p>For office visits, consultations (including pre and post-op visits) or telemedicine visits, large care systems in the area include Essentia Health, Sanford Health and St. Luke's Hospital & Clinics. In addition to the large care system's own locations, they often provide outreach services at smaller provider groups in the area.</p> <p>Network Review</p> <p>There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to conduct the quarterly reviews we usually do. Networks were reviewed on February 2, 2020 and June 8, 2020 and again March 1, 2021 for 2022 networks. HealthPartners has resumed quarterly monitoring in 2021.</p> <p>Sources used to check for new providers/locations</p> <ul style="list-style-type: none"> • Healthgrades • Medicare Physician Compare • Minnesota Health Care Programs Provider Directory • National Institute of Health US National Library of Medicine MedlinePlus Directories <p>New providers identified</p>	<p>0</p>	<p>0</p>	<p>0</p>	<p>0</p>
<p><i>Colon and Rectal Surgery</i></p>	<p><i>Aitkin, Becker, Beltrami, Big Stone, Brown, Cass, Chippewa, Clearwater, Cook, Cottonwood, Crow Wing, Grant, Hubbard, Itasca, Jackson, Kittson, Koochiching, Lake, Lake of the Pines, Lake of the Woods, Lincoln, Lyon, Mahnom, Marshall, Murray, Nicollet, Nobles, Otter Tail, Pennington, Polk, Pope, Red Lake, Redwood, Renville, Roseau, St. Louis, Sibley, Stevens, Swift, 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>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>ENROLLEE ACCESS TO SERVICES IN 2020: Referral to metropolitan area clinics and facilities</p> <p>Complex Colon and Rectal Surgery services are performed at larger metropolitan care system hospitals and locations. HealthPartners' contracted providers refer their patients to metropolitan area providers who have access to large hospital facilities that provide colon and rectal surgery services.</p> <p>Provider clinics or outreach locations</p> <p>Altru Health System, Sanford Health, St. Luke's Hospital & Clinics, and Essentia Health have satellite locations or provide outreach services at other locations in the region. In addition, telemedicine is an option for office visits, including consultations and post-operative visits.</p> <p>Network Reviews</p> <p>There were two reviews of our network conducted in 2020 instead of quarterly due to COV-ID and not having staff or resources available to</p>	<p>0</p>	<p>0</p>	<p>0</p>	<p>0</p>