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*[Signature]*

MANAGED CARE SYSTEMS  
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## Request for Waiver

Plan Year: 2020

Please ensure that information contained on this waiver request coincides with information provided on the geographical access maps and provider list submitted with this application.

1. Name and Title of Person Submitting this Document:

Carrier	Name Network	Network ID	Reason Code 4: Network Structure*
Medica Insurance Company	Medica Symphony, Solo, Encore and Direct	MNN020	<select one>
Name	Title	Date	Reason Code 4: Enrollees in Network*
Lori Nelson	Senior Vice President, Provider Strategy & Network Management	8/14/2019	Not applicable

2. By submitting this form, the above-referenced confirms:

- A. That person submitting this request has personal knowledge of the network contracting process involved in this submission; and
- B. That access cannot be met for the following provider type(s). Include the county and reason(s) for not meeting the requirements.

Provider Type	County	Reason Code	Notes	Affected Enrollees*	Percent Not Covered*
Allergy, Immunology and Rheumatology	Cook, Kittson, Lake, Lake Of The Woods, Roseau	1	Completed an internet search consulting sources such as www.medicare.gov and www.healthgrades.com and provider websites as needed. No providers were found in an area where there is a gap in coverage. Medica supports Telehealth and Telemedicine technologies as an additional option for members. Medica will review the network annually and intermittently throughout the year as needed offering a contract to providers that meet the criteria.	NA	NA
Anesthesiology Physicians and Certified Registered Nurse Anesthetists	Cook, Koochiching, Lake Of The Woods, Roseau	1	Completed an internet search consulting sources such as www.medicare.gov and www.healthgrades.com and provider websites as needed. No providers were found in an area where there is a gap in coverage. Medica supports Telehealth and Telemedicine technologies as an additional option for members. Medica will review the network annually and intermittently throughout the year as needed offering a contract to providers that meet the criteria.	NA	NA
Cardiovascular Disease	Cook	1	Completed an internet search consulting sources such as www.medicare.gov and www.healthgrades.com and provider websites as needed. No providers were found in an area where there is a gap in coverage. Medica supports Telehealth and Telemedicine technologies as an additional option for members. Medica will review the network annually and intermittently throughout the year as needed offering a contract to providers that meet the criteria.	NA	NA

<i>Cardiac Surgery</i>	<i>Cook</i>	<i>1</i>	Completed an internet search consulting sources such as www.medicare.gov and www.healthgrades.com and provider websites as needed. No providers were found in an area where there is a gap in coverage. Medica supports Telehealth and Telemedicine technologies as an additional option for members. Medica will review the network annually and intermittently throughout the year as needed offering a contract to providers that meet the criteria.	<i>NA</i>	<i>NA</i>
<i>Colon and Rectal Surgery</i>	<i>Aitkin,Becker,Beltrami,Big Stone,Cass,Chippewa,Clearwater,Cook,Cottonwood,Crow Wing,Douglas,Grant,Hubbard,Itasca,Jackson,Kandiyohi,Kittson,Koochiching,Lac Qui Parle,Lake,Lake Of The Woods,Lincoln,Lyon,Marhnomen,Marshall,Martin,Murray,Nobles,Otter Tail,Pennington,Polk,Pope,Red Lake,Redwood,Renville,Roseau,St. Louis,Stevens,Swift,Todd,Traverse,Wadena,Wilkin, Yellow Medicine</i>	<i>1</i>	Completed an internet search consulting sources such as www.medicare.gov and www.healthgrades.com and provider websites as needed. No providers were found in an area where there is a gap in coverage. Medica supports Telehealth and Telemedicine technologies as an additional option for members. Medica will review the network annually and intermittently throughout the year as needed offering a contract to providers that meet the criteria.	<i>NA</i>	<i>NA</i>
<i>Colon and Rectal Surgery</i>	<i>Dodge,Fillmore,Freeborn,Mower,Olmsted,Wabasha</i>	<i>3</i>	Medica has made a formal offer of contracting to Mayo Clinic Rochester to participate in the Medica Applause network for colon and rectal surgery. At this time the provider declined to participate.	<i>NA</i>	<i>NA</i>
<i>Dermatology</i>	<i>Beltrami,Cook,Kittson,Koochiching,Lake,Lake Of The Woods,Roseau,St. Louis</i>	<i>1</i>	Completed an internet search consulting sources such as www.medicare.gov and www.healthgrades.com and provider websites as needed. No providers were found in an area where there is a gap in coverage. Medica supports Telehealth and Telemedicine technologies as an additional option for members. Medica will review the network annually and intermittently throughout the year as needed offering a contract to providers that meet the criteria.	<i>NA</i>	<i>NA</i>
<i>Endocrinology</i>	<i>Beltrami,Big Stone,Cook,Jackson,Kittson,Koochiching,Lake,Lake Of The Woods,Marshall,Nobles, Pennington,Roseau,St. Louis,Traverse</i>	<i>1</i>	Completed an internet search consulting sources such as www.medicare.gov and www.healthgrades.com and provider websites as needed. No providers were found in an area where there is a gap in coverage. Medica supports Telehealth and Telemedicine technologies as an additional option for members. Medica will review the network annually and intermittently throughout the year as needed offering a contract to providers that meet the criteria.	<i>NA</i>	<i>NA</i>
<i>Gastroenterology</i>	<i>Becker,Cook,Itasca,Kittson,Koochiching,Lake Of The Woods,Otter Tail,Roseau,St. Louis,Beltrami</i>	<i>1</i>	Completed an internet search consulting sources such as www.medicare.gov and www.healthgrades.com and provider websites as needed. No providers were found in an area where there is a gap in coverage. Medica supports Telehealth and Telemedicine technologies as an additional option for members. Medica will review the network annually and intermittently throughout the year as needed offering a contract to providers that meet the criteria.	<i>NA</i>	<i>NA</i>

General Hospital facilities	Aitkin,Beltrami,Cass,Cook,Fillmore,Itasca,Koochiching,Lake,Lake Of The Woods,Marshall,Roseau,St. Louis	1	Completed an internet search consulting sources such as www.medicare.gov and www.healthgrades.com and provider websites as needed. No providers were found in an area where there is a gap in coverage. Medica supports Telehealth and Telemedicine technologies as an additional option for members. Medica will review the network annually and intermittently throughout the year as needed offering a contract to providers that meet the criteria.	NA	NA
General Hospital facilities	Clearwater	3	Clearwater - Red Lake Indian Hospital. We have made multiple attempts to contract with no response. We reach out annually to offer a contract at same or similar rates and the provider has not responded. Red Lake Indian Hospital (IHS Hospital) was sent a letter offering a contract at the same or similar rates as other in-network providers annually since 2013. No response was received from the provider. Medica will review the network annually and intermittently throughout the year as needed offering a contract to providers that meet the criteria	NA	NA
General Surgery	Cook	1	Completed an internet search consulting sources such as www.medicare.gov and www.healthgrades.com and provider websites as needed. No providers were found in an area where there is a gap in coverage. Medica supports Telehealth and Telemedicine technologies as an additional option for members. Medica will review the network annually and intermittently throughout the year as needed offering a contract to providers that meet the criteria.	NA	NA
Pediatric Services Providers	Aitkin,Beltrami,Big Stone,Cook,Faribault,Itasca,Jackson,Kittson,Koochiching,Lake,Lake Of The Woods,Marshall,Martin,Redwood,Renville,Roseau,St. Louis,Stevens,Traverse	1	Completed an internet search consulting sources such as www.medicare.gov and www.healthgrades.com and provider websites as needed. No providers were found in an area where there is a gap in coverage. Medica supports Telehealth and Telemedicine technologies as an additional option for members. Medica will review the network annually and intermittently throughout the year as needed offering a contract to providers that meet the criteria.	NA	NA
Pediatric Services Providers	Cass	3	Medica has made a formal offer of contracting to Fairview Health Service to participate in the Medica Applause network for pediatric services. At this time the provider declined to participate.	NA	NA
Genetics	Aitkin,Becker,Beltrami,Big Stone,Blue Earth,Brown,Cass,Clearwater,Cook,Crow Wing,Douglas,Faribault,Grant,Houston,Hubbard,Itasca,Kittson,Koochiching,Lac Qui Parle,Lake,Lake Of The Woods,Mahnomen,Mars hall,Martin,Otter Tail,Pennington,Polk,Pope,Red Lake,Roseau,St. Louis,Stevens,Swift,Todd,Traverse,Wadena,Wat onwan,Wilkin	1	Completed an internet search consulting sources such as www.medicare.gov and www.healthgrades.com and provider websites as needed. No providers were found in an area where there is a gap in coverage. Medica supports Telehealth and Telemedicine technologies as an additional option for members. Medica will review the network annually and intermittently throughout the year as needed offering a contract to providers that meet the criteria.	NA	NA

<i>Genetics</i>	<i>,Freeborn,Waseca</i>	<i>3</i>	Medica has made a formal offer of contracting to Mayo Clinic Rochester to participate in the Medica Applause network for genetics. At this time the provider declined to participate.	<i>NA</i>	<i>NA</i>
<i>Genetics</i>	<i>Kanabec,Pine</i>	<i>3</i>	Medica has made a formal offer of contracting to Fairview Health Service to participate in the Medica Applause network for genetics. At this time the provider declined to participate.	<i>NA</i>	<i>NA</i>
<i>Nephrology</i>	<i>Cook,Lake</i>	<i>1</i>	Completed an internet search consulting sources such as www.medicare.gov and www.healthgrades.com and provider websites as needed. No providers were found in an area where there is a gap in coverage. Medica supports Telehealth and Telemedicine technologies as an additional option for members. Medica will review the network annually and intermittently throughout the year as needed offering a contract to providers that meet the criteria.	<i>NA</i>	<i>NA</i>
<i>Neurology and Neurological Surgery</i>	<i>Cook</i>	<i>1</i>	Completed an internet search consulting sources such as www.medicare.gov and www.healthgrades.com and provider websites as needed. No providers were found in an area where there is a gap in coverage. Medica supports Telehealth and Telemedicine technologies as an additional option for members. Medica will review the network annually and intermittently throughout the year as needed offering a contract to providers that meet the criteria.	<i>NA</i>	<i>NA</i>
<i>Obstetrics and Gynecology</i>	<i>Cook</i>	<i>1</i>	Completed an internet search consulting sources such as www.medicare.gov and www.healthgrades.com and provider websites as needed. No providers were found in an area where there is a gap in coverage. Medica supports Telehealth and Telemedicine technologies as an additional option for members. Medica will review the network annually and intermittently throughout the year as needed offering a contract to providers that meet the criteria.	<i>NA</i>	<i>NA</i>
<i>Oncology</i>	<i>Cook,Lake</i>	<i>1</i>	Completed an internet search consulting sources such as www.medicare.gov and www.healthgrades.com and provider websites as needed. No providers were found in an area where there is a gap in coverage. Medica supports Telehealth and Telemedicine technologies as an additional option for members. Medica will review the network annually and intermittently throughout the year as needed offering a contract to providers that meet the criteria.	<i>NA</i>	<i>NA</i>
<i>Ophthalmology</i>	<i>Cook</i>	<i>1</i>	Completed an internet search consulting sources such as www.medicare.gov and www.healthgrades.com and provider websites as needed. No providers were found in an area where there is a gap in coverage. Medica supports Telehealth and Telemedicine technologies as an additional option for members. Medica will review the network annually and intermittently throughout the year as needed offering a contract to providers that meet the criteria.	<i>NA</i>	<i>NA</i>

Orthopedic Surgery	Cook	1	Completed an internet search consulting sources such as www.medicare.gov and www.healthgrades.com and provider websites as needed. No providers were found in an area where there is a gap in coverage. Medica supports Telehealth and Telemedicine technologies as an additional option for members. Medica will review the network annually and intermittently throughout the year as needed offering a contract to providers that meet the criteria.	NA	NA
Otolaryngology	Cook	1	Completed an internet search consulting sources such as www.medicare.gov and www.healthgrades.com and provider websites as needed. No providers were found in an area where there is a gap in coverage. Medica supports Telehealth and Telemedicine technologies as an additional option for members. Medica will review the network annually and intermittently throughout the year as needed offering a contract to providers that meet the criteria.	NA	NA
Pediatric Specialty Providers	Cook, Kittson, Koochiching, Lake, Lake Of The Woods, Roseau, St. Louis	1	Completed an internet search consulting sources such as www.medicare.gov and www.healthgrades.com and provider websites as needed. No providers were found in an area where there is a gap in coverage. Medica supports Telehealth and Telemedicine technologies as an additional option for members. Medica will review the network annually and intermittently throughout the year as needed offering a contract to providers that meet the criteria.	NA	NA
Physical Medicine and Rehabilitation and Occupational Medicine	Beltrami, Cook, Kittson, Koochiching, Lake Of The Woods, Roseau, St. Louis	1	Completed an internet search consulting sources such as www.medicare.gov and www.healthgrades.com and provider websites as needed. No providers were found in an area where there is a gap in coverage. Medica supports Telehealth and Telemedicine technologies as an additional option for members. Medica will review the network annually and intermittently throughout the year as needed offering a contract to providers that meet the criteria.	NA	NA
Primary Care providers	Beltrami, Lake, Lake Of The Woods, St. Louis, Cook, Marshall	1	Completed an internet search consulting sources such as www.medicare.gov and www.healthgrades.com and provider websites as needed. No providers were found in an area where there is a gap in coverage. Medica supports Telehealth and Telemedicine technologies as an additional option for members. Medica will review the network annually and intermittently throughout the year as needed offering a contract to providers that meet the criteria.	NA	NA

Please use additional sheet if needed

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

As part of this waiver request for all reason codes, a carrier must demonstrate with specific data that the geographic access standards cannot be met in a particular service area or part of a service area and also state what steps were and will be taken to address the network inadequacy (MN Statutes § 62K.10, subdivision 5).

**Reason Codes:**

1. Carrier has conducted a good faith search for providers and determined that there are no providers physically present in the service area of the type requested in the waiver. MDH will not grant a waiver for this reason code unless the carrier demonstrates, with specific information, that there are no providers physically present in the part(s) of the service area for which the waiver is sought. Specific information may include provider directories and sources consulted, physical geography that affects the location of providers, or other information that affects the availability and location of providers. Telemedicine may be used as a means to provide access when there are no providers physically present to meet the standard. The carrier should describe how it will assess the availability of providers who begin practice in the service area where the standard cannot currently be met. State what steps will be taken to address the network inadequacy.
2. Provider does not meet carrier's credentialing requirements. Carrier must cite the reason(s) provider does not meet carrier's credentialing requirements. State what steps were and will be taken to address the network inadequacy.
3. Carrier has made a good faith effort to contract with provider and provider has refused to accept a contract. State what steps were and will be taken to address the network inadequacy.
4. For all Reason Code 4, you must state the following information:
  - a. Specify the network structure: ACO or Narrow Network. (In Section 1 above.)
  - b. State the total number of estimated enrollees in the network as of the submission date of waiver. (In section 1 above.)
  - c. State why the geographic access standards cannot be met. Explain why full geographic access is not possible with this network design.



<i>Pulmonary Disease</i>	<i>Beltrami, Cook, Lake Of The Woods, Marshall, Roseau</i>	1	Completed an internet search consulting sources such as www.medicare.gov and www.healthgrades.com and provider websites as needed. No providers were found in an area where there is a gap in coverage. Medica supports Telehealth and Telemedicine technologies as an additional option for members. Medica will review the network annually and intermittently throughout the year as needed offering a contract to providers that meet the criteria.	NA	NA
<i>Radiology and Nuclear Medicine</i>	<i>Cook, Lake</i>	1	Completed an internet search consulting sources such as www.medicare.gov and www.healthgrades.com and provider websites as needed. No providers were found in an area where there is a gap in coverage. Medica supports Telehealth and Telemedicine technologies as an additional option for members. Medica will review the network annually and intermittently throughout the year as needed offering a contract to providers that meet the criteria.	NA	NA
<i>Reconstructive Surgery</i>	<i>Aitkin, Becker, Beltrami, Big Stone, Cass, Chippewa, Cook, Clearwater, Cottonwood, Douglas, Grant, Hubbard, Itasca, Jackson, Koochiching, Lac Qui Parle, Lake, Lake Of The Woods, Lincoln, Lyon, Mahanomen, Marshall, Martin, Murray, Nobles, Otter Tail, Pennington, Polk, Pope, Red Lake, Redwood, Roseau, St. Louis, Stevens, Swift, Traverse, Wilkin, Yellow Medicine</i>	1	Completed an internet search consulting sources such as www.medicare.gov and www.healthgrades.com and provider websites as needed. No providers were found in an area where there is a gap in coverage. Medica supports Telehealth and Telemedicine technologies as an additional option for members. Medica will review the network annually and intermittently throughout the year as needed offering a contract to providers that meet the criteria.	NA	NA
<i>Thoracic Surgery</i>	<i>Aitkin, Becker, Beltrami, Big Stone, Blue Earth, Brown, Cass, Chippewa, Clearwater, Cook, Cottonwood, Douglas, Faribault, Grant, Hubbard, Itasca, Jackson, Kandiyohi, Kittson, Koochiching, Lac Qui Parle, Lake, Lake Of The Woods, Lincoln, Lyon, Mahanomen, Marshall, Martin, Murray, Nobles, Otter Tail, Pennington, Pine, Polk, Pope, Red Lake, Redwood, Renville, Roseau, Stevens, St. Louis, Swift, Traverse, Watonwan, Wilkin, Yellow Medicine, Kanabec</i>	1	Completed an internet search consulting sources such as www.medicare.gov and www.healthgrades.com and provider websites as needed. No providers were found in an area where there is a gap in coverage. Medica supports Telehealth and Telemedicine technologies as an additional option for members. Medica will review the network annually and intermittently throughout the year as needed offering a contract to providers that meet the criteria.	NA	NA
<i>Thoracic Surgery</i>	<i>Dodge, Fillmore, Freeborn, Mower, Olmsted, Steele, Waseca</i>	3	Medica has made a formal offer of contracting to Mayo Clinic Rochester to participate in the Medica Applause network for Thoracic Surgery. At this time the provider declined to participate.	NA	NA

<i>Vascular Surgery</i>	<i>Cook, Faribault, Koochiching, St. Louis, Yellow Medicine, Lyon</i>	1	Completed an internet search consulting sources such as www.medicare.gov and www.healthgrades.com and provider websites as needed. No providers were found in an area where there is a gap in coverage. Medica supports Telehealth and Telemedicine technologies as an additional option for members. Medica will review the network annually and intermittently throughout the year as needed offering a contract to providers that meet the criteria.	NA	NA
<i>Vascular Surgery</i>	<i>Fillmore, Freeborn, Mower</i>	3	Medica has made a formal offer of contracting to Mayo Clinic Rochester to participate in the Medica Applause network for Thoracic Surgery. At this time the provider declined to participate.	NA	NA
<i>Urology</i>	<i>Cook, Kittson</i>	1	Completed an internet search consulting sources such as www.medicare.gov and www.healthgrades.com and provider websites as needed. No providers were found in an area where there is a gap in coverage. Medica supports Telehealth and Telemedicine technologies as an additional option for members. Medica will review the network annually and intermittently throughout the year as needed offering a contract to providers that meet the criteria.	NA	NA
<i>Mental health providers</i>	<i>Cook, Lake, St. Louis, Beltrami, Clearwater, Marshall, Lake Of The Woods, Koochiching</i>	1	Completed an internet search consulting sources such as SAMHSA database/Google Search/MN DHS Site and provider websites as needed. No providers were found in an area where there is a gap in coverage. Medica supports telemental health services as an additional option for members. Medica will review the network annually and intermittently throughout the year as needed offering a contract to providers that meet the criteria.	NA	NA
<i>SUD (Chemical Dependency) - Outpatient</i>	<i>Kittson</i>	1	Completed an internet search consulting sources such as SAMHSA database/Google Search/MN DHS Site and provider websites as needed. No providers were found in an area where there is a gap in coverage. Medica supports telemental health services as an additional option for members. Medica will review the network annually and intermittently throughout the year as needed offering a contract to providers that meet the criteria.	NA	NA
<i>SUD (Chemical Dependency) - Inpatient</i>	<i>Beltrami, Lake, Kittson, Lake Of The Woods, Roseau, Cook, Clearwater, Hubbard</i>	1	Completed an internet search consulting sources such as www.medicare.gov and www.healthgrades.com and provider websites as needed. No providers were found in an area where there is a gap in coverage. Medica supports Telehealth and Telemedicine technologies as an additional option for members. Medica will review the network annually and intermittently throughout the year as needed offering a contract to providers that meet the criteria.	NA	NA