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

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*
UnitedHealthcare	Choice	MNN001	<select one>
Name	Title	Date	Reason Code 4: Enrollees in Network*
Manny Munson-Regala	Legal, Compliance, Regulatory Lead	5/24/2019	

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

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

Provider Type	County	Reason Code	Notes	Affected Enrollees*	Percent Not Covered*
General Hospital facilities	Aitkin, Beltrami, Cass, Clearwater, Cook, Koochiching, Lake, Lake Of The Woods, Marshall, Roseau, St. Louis, Itasca	1	<p>We found no providers physically present in northeastern Aitkin County, northern Beltrami County, central Cass County, northern Clearwater County, western and eastern Cook County, northwestern Itasca County, western Koochiching County, eastern Lake County, northern and southwestern Lake of the Woods County, eastern Marshall County, southwestern Roseau County, and northern St. Louis County.</p> <p>In an effort to determine whether or not there was a relevant provider in the geographical area, we used various tools including our internal provider radius search tool, the national NPI registry, other publicly available directories and Google searches. Searches were based on distance and taxonomies that correlated to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other plans' networks. In order to fill these gaps, we have an established internal process and developed a tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly. Additionally, we have virtual visits available for all members with three of our national providers, including Doctors On Demand, Teladoc, and AmWell. Members can also access care at the facilities listed in neighboring counties.</p>		

<p>Primary Care providers</p>	<p><i>Beltrami, Cook, Lake, Lake Of The Woods, Marshall, St. Louis</i></p>	<p>1</p>	<p>We found no providers physically present in northwestern Beltrami County, western Cook County, eastern Lake County, northern and southern Lake of the Woods County, eastern Marshall County, and northern St. Louis County.</p> <p>In an effort to determine whether or not there was a relevant provider in the geographical area, we used various tools including our internal provider radius search tool, the national NPI registry, other publicly available directories and Google searches. Searches were based on distance and taxonomies that correlated to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other plans' networks. In order to fill these gaps, we have an established internal process and developed a tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly. Additionally, we have virtual visits available for all members with three of our national providers, including Doctors On Demand, Teladoc, and AmWell. Members can also access care at the facilities listed in neighboring counties.</p>		
<p>Mental health providers</p>	<p><i>Clearwater, Cook, Itasca, Kittson, Koochiching, Lake, Lake Of The Woods, Marshall, Roseau, St. Louis, Beltrami</i></p>	<p>1</p>	<p>We found no providers physically present in northern Beltrami County, northern Clearwater County, northwestern Cook County, northwestern Itasca County, east central Kittson County, western Koochiching County, northeastern Lake County, northern and southwestern Lake of the Woods County, northern Marshall County, southwestern Roseau County, and northern St. Louis County.</p> <p>In an effort to determine whether or not there was a relevant provider in the geographical area, we used various tools including our internal provider radius search tool, the national NPI registry, other publicly available directories and Google searches. Searches were based on distance and taxonomies that correlated to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other plans' networks. In order to fill these gaps, we have an established internal process and developed a tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly. Additionally, we have virtual visits available for all members with three of our national providers, including Doctors On Demand, Teladoc, and AmWell. Members can also access care at the facilities listed in neighboring counties.</p>		
<p>Pediatric Services Providers</p>	<p><i>,Beltrami, Cook, Lake, Lake Of The Woods, Koochiching, St. Louis</i></p>	<p>1</p>	<p>We found no providers physically present in northeastern Beltrami County, eastern Cook County, northern Koochiching County, northeastern Lake County, southeastern Lake of the Woods County, northern St. Louis County.</p> <p>In an effort to determine whether or not there was a relevant provider in the geographical area, we used various tools including our internal provider radius search tool, the national NPI registry, other publicly available directories and Google searches. Searches were based on distance and taxonomies that correlated to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other plans' networks. In order to fill these gaps, we have an established internal process and developed a tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly. Additionally, we have virtual visits available for all members with three of our national providers, including Doctors On Demand, Teladoc, and AmWell. Members can also access care at the facilities listed in neighboring counties.</p>		
<p>Allergy, Immunology and Rheumatology</p>	<p><i>Cook, Koochiching, St. Louis</i></p>	<p>1</p>	<p>We found no providers physically present in eastern Cook County, northern Koochiching County, and northwestern St. Louis County.</p> <p>In an effort to determine whether or not there was a relevant provider in the geographical area, we used various tools including our internal provider radius search tool, the national NPI registry, other publicly available directories and Google searches. Searches were based on distance and taxonomies that correlated to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other plans' networks. In order to fill these gaps, we have an established internal process and developed a tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly. Additionally, we have virtual visits available for all members with three of our national providers, including Doctors On Demand, Teladoc, and AmWell. Members can also access care at the facilities listed in neighboring counties.</p>		

<p>Anesthesiology Physicians and Certified Registered Nurse Anesthetists</p>	<p>Cook</p>	<p>1</p>	<p>We found no providers physically present in eastern Cook County.</p> <p>In an effort to determine whether or not there was a relevant provider in the geographical area, we used various tools including our internal provider radius search tool, the national NPI registry, other publicly available directories and Google searches. Searches were based on distance and taxonomies that correlated to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other plans' networks. In order to fill these gaps, we have an established internal process and developed a tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly. Additionally, we have virtual visits available for all members with three of our national providers, including Doctors On Demand, Teladoc, and AmWell. Members can also access care at the facilities listed in neighboring counties.</p>		
<p>Cardiac Surgery</p>	<p>Cook, Jackson</p>	<p>1</p>	<p>We found no providers physically present in eastern Cook County and southern Jackson County.</p> <p>In an effort to determine whether or not there was a relevant provider in the geographical area, we used various tools including our internal provider radius search tool, the national NPI registry, other publicly available directories and Google searches. Searches were based on distance and taxonomies that correlated to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other plans' networks. In order to fill these gaps, we have an established internal process and developed a tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly. Additionally, we have virtual visits available for all members with three of our national providers, including Doctors On Demand, Teladoc, and AmWell. Members can also access care at the facilities listed in neighboring counties.</p>		
<p>Colon and Rectal Surgery</p>	<p>Aitkin, Beltrami, Big Stone, Cass, Chippewa, Clearwater, Cook, Crow Wing, Douglas, Grant, Hubbard, Itasca, Kandiyohi, Kittson, Koochiching, Lac Qui Parle, Lake, Lake Of The Woods, Lincoln, Lyon, Marshall, Meeker, Morrison, Pennington, Polk, Pope, Red Lake, Renville, Roseau, Stearns, Stevens, Swift, Todd, Traverse, Yellow Medicine</p>	<p>1</p>	<p>We found no providers physically present in northwestern Aitkin County, central Beltrami County, all of Big Stone County, north central Cass County, all of Chippewa County, north central Clearwater County, all of Cook County, central Crow Wing County, southern Douglas County, southern Grant County, northeastern Hubbard County, western Itasca County, central Kandiyohi County, all of Kittson County, southwestern Koochiching County, all of Lac Qui Parle County, eastern Lake County, central Lake of the Woods County, northern Lincoln County, northwestern Lyon County, all of Marshall County, western Meeker County, northwestern Morrison County, all of Pennington County, north central Polk County, all of Pope County, all of Red Lake County, western Renville County, all of Roseau County, western Stearns County, all of Stevens County, all of Swift County, central Todd County, all of Traverse County, and central Yellow Medicine County.</p> <p>In an effort to determine whether or not there was a relevant provider in the geographical area, we used various tools including our internal provider radius search tool, the national NPI registry, other publicly available directories and Google searches. Searches were based on distance and taxonomies that correlated to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other plans' networks. In order to fill these gaps, we have an established internal process and developed a tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly. Additionally, we have virtual visits available for all members with three of our national providers, including Doctors On Demand, Teladoc, and AmWell. Members can also access care at the facilities listed in neighboring counties.</p>		
<p>Pediatric Dental Care</p>	<p>Cook</p>	<p>1</p>	<p>We found no providers physically present in eastern Cook County.</p> <p>In an effort to determine whether or not there was a relevant provider in the geographical area, we used various tools including our internal provider radius search tool, the national NPI registry, other publicly available directories and Google searches. Searches were based on distance and taxonomies that correlated to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other plans' networks. In order to fill these gaps, we have an established internal process and developed a tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly. Additionally, we have virtual visits available for all members with three of our national providers, including Doctors On Demand, Teladoc, and AmWell. Members can also access care at the facilities listed in neighboring counties.</p>		

<p>Dermatology</p>	<p><i>Cook, Koochiching, Lake, Lake Of The Woods, Roseau, St. Louis</i></p>	<p>1</p>	<p>We found no providers physically present in all of Cook County, northern Koochiching County, eastern Lake County, north central Lake of the Woods County, eastern Roseau County, and northwestern St. Louis County.</p> <p>In an effort to determine whether or not there was a relevant provider in the geographical area, we used various tools including our internal provider radius search tool, the national NPI registry, other publicly available directories and Google searches. Searches were based on distance and taxonomies that correlated to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other plans' networks. In order to fill these gaps, we have an established internal process and developed a tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly. Additionally, we have virtual visits available for all members with three of our national providers, including Doctors On Demand, Teladoc, and AmWell. Members can also access care at the facilities listed in neighboring counties.</p>		
<p>Endocrinology</p>	<p><i>Big Stone, Cook, Jackson, Kittson, Koochiching, Lake, Lake Of The Woods, Marshall, Pennington, Polk, Red Lake, Roseau, St. Louis, Beltrami</i></p>	<p>1</p>	<p>We found no providers physically present in northwestern Beltrami County, western Big Stone County, all of Cook County, southwestern Jackson County, all of Kittson County, northern Koochiching County, eastern Lake County, all of Lake of the Woods County, central Marshall County, western Pennington County, western Polk County, western Red Lake County, all of Roseau County, and northwestern St. Louis County.</p> <p>In an effort to determine whether or not there was a relevant provider in the geographical area, we used various tools including our internal provider radius search tool, the national NPI registry, other publicly available directories and Google searches. Searches were based on distance and taxonomies that correlated to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other plans' networks. In order to fill these gaps, we have an established internal process and developed a tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly. Additionally, we have virtual visits available for all members with three of our national providers, including Doctors On Demand, Teladoc, and AmWell. Members can also access care at the facilities listed in neighboring counties.</p>		
<p>Gastroenterology</p>	<p><i>Becker, Big Stone, Cook, Hubbard, Lac Qui Parle, Otter Tail</i></p>	<p>1</p>	<p>We found no providers physically present in eastern Becker County, southern Big Stone County, eastern Cook County, western Hubbard County, northern Lac Qui Parle County, and northeastern Otter Tail County.</p> <p>In an effort to determine whether or not there was a relevant provider in the geographical area, we used various tools including our internal provider radius search tool, the national NPI registry, other publicly available directories and Google searches. Searches were based on distance and taxonomies that correlated to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other plans' networks. In order to fill these gaps, we have an established internal process and developed a tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly. Additionally, we have virtual visits available for all members with three of our national providers, including Doctors On Demand, Teladoc, and AmWell. Members can also access care at the facilities listed in neighboring counties.</p>		
<p>General Surgery</p>	<p><i>Cook</i></p>	<p>1</p>	<p>We found no providers physically present in eastern Cook County.</p> <p>In an effort to determine whether or not there was a relevant provider in the geographical area, we used various tools including our internal provider radius search tool, the national NPI registry, other publicly available directories and Google searches. Searches were based on distance and taxonomies that correlated to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other plans' networks. In order to fill these gaps, we have an established internal process and developed a tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly. Additionally, we have virtual visits available for all members with three of our national providers, including Doctors On Demand, Teladoc, and AmWell. Members can also access care at the facilities listed in neighboring counties.</p>		

<p style="text-align: center;">Genetics</p>	<p><i>Becker, Beltrami, Big Stone, Clearwater, Hubbard, Kittson, Koochiching, Lac Qui Parle, Lake, Lake Of The Woods, Mahnomen, Marshall, Pennington, Polk, Red Lake, Roseau, St. Louis, Traverse</i></p>	<p style="text-align: center;">1</p>	<p>We found no providers physically present in eastern Becker County, west central Beltrami County, central Big Stone County, all of Clearwater County, northwestern Hubbard County, all of Kittson County, northern Koochiching County, northwestern Lac Qui Parle County, northwestern Lake County, central Lake of the Woods County, eastern Mahnomen County, all of Marshall County, all of Pennington County, central Polk County, all of Red Lake County, central Roseau County, northern St. Louis County, and western Traverse County.</p> <p>In an effort to determine whether or not there was a relevant provider in the geographical area, we used various tools including our internal provider radius search tool, the national NPI registry, other publicly available directories and Google searches. Searches were based on distance and taxonomies that correlated to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other plans' networks. In order to fill these gaps, we have an established internal process and developed a tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly. Additionally, we have virtual visits available for all members with three of our national providers, including Doctors On Demand, Teladoc, and AmWell. Members can also access care at the facilities listed in neighboring counties.</p>		
<p style="text-align: center;">Nephrology</p>	<p><i>Cook</i></p>	<p style="text-align: center;">1</p>	<p>We found no providers physically present in eastern Cook County.</p> <p>In an effort to determine whether or not there was a relevant provider in the geographical area, we used various tools including our internal provider radius search tool, the national NPI registry, other publicly available directories and Google searches. Searches were based on distance and taxonomies that correlated to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other plans' networks. In order to fill these gaps, we have an established internal process and developed a tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly. Additionally, we have virtual visits available for all members with three of our national providers, including Doctors On Demand, Teladoc, and AmWell. Members can also access care at the facilities listed in neighboring counties.</p>		
<p style="text-align: center;">Neurology and Neurological Surgery</p>	<p><i>Cook</i></p>	<p style="text-align: center;">1</p>	<p>We found no providers physically present in eastern Cook County.</p> <p>In an effort to determine whether or not there was a relevant provider in the geographical area, we used various tools including our internal provider radius search tool, the national NPI registry, other publicly available directories and Google searches. Searches were based on distance and taxonomies that correlated to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other plans' networks. In order to fill these gaps, we have an established internal process and developed a tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly. Additionally, we have virtual visits available for all members with three of our national providers, including Doctors On Demand, Teladoc, and AmWell. Members can also access care at the facilities listed in neighboring counties.</p>		
<p style="text-align: center;">Obstetrics and Gynecology</p>	<p><i>Cook</i></p>	<p style="text-align: center;">1</p>	<p>We found no providers physically present in eastern Cook County.</p> <p>In an effort to determine whether or not there was a relevant provider in the geographical area, we used various tools including our internal provider radius search tool, the national NPI registry, other publicly available directories and Google searches. Searches were based on distance and taxonomies that correlated to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other plans' networks. In order to fill these gaps, we have an established internal process and developed a tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly. Additionally, we have virtual visits available for all members with three of our national providers, including Doctors On Demand, Teladoc, and AmWell. Members can also access care at the facilities listed in neighboring counties.</p>		

Oncology	Cook	1	<p>We found no providers physically present in eastern Cook County.</p> <p>In an effort to determine whether or not there was a relevant provider in the geographical area, we used various tools including our internal provider radius search tool, the national NPI registry, other publicly available directories and Google searches. Searches were based on distance and taxonomies that correlated to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other plans' networks. In order to fill these gaps, we have an established internal process and developed a tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly. Additionally, we have virtual visits available for all members with three of our national providers, including Doctors On Demand, Teladoc, and AmWell. Members can also access care at the facilities listed in neighboring counties.</p>		
Ophthalmology	Cook	1	<p>We found no providers physically present in eastern Cook County.</p> <p>In an effort to determine whether or not there was a relevant provider in the geographical area, we used various tools including our internal provider radius search tool, the national NPI registry, other publicly available directories and Google searches. Searches were based on distance and taxonomies that correlated to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other plans' networks. In order to fill these gaps, we have an established internal process and developed a tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly. Additionally, we have virtual visits available for all members with three of our national providers, including Doctors On Demand, Teladoc, and AmWell. Members can also access care at the facilities listed in neighboring counties.</p>		
Orthopedic Surgery	Cook	1	<p>We found no providers physically present in eastern Cook County.</p> <p>In an effort to determine whether or not there was a relevant provider in the geographical area, we used various tools including our internal provider radius search tool, the national NPI registry, other publicly available directories and Google searches. Searches were based on distance and taxonomies that correlated to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other plans' networks. In order to fill these gaps, we have an established internal process and developed a tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly. Additionally, we have virtual visits available for all members with three of our national providers, including Doctors On Demand, Teladoc, and AmWell. Members can also access care at the facilities listed in neighboring counties.</p>		
Otolaryngology	Cook, Kittson	1	<p>We found no providers physically present in eastern Cook County and northwestern Kittson County.</p> <p>In an effort to determine whether or not there was a relevant provider in the geographical area, we used various tools including our internal provider radius search tool, the national NPI registry, other publicly available directories and Google searches. Searches were based on distance and taxonomies that correlated to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other plans' networks. In order to fill these gaps, we have an established internal process and developed a tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly. Additionally, we have virtual visits available for all members with three of our national providers, including Doctors On Demand, Teladoc, and AmWell. Members can also access care at the facilities listed in neighboring counties.</p>		

Please use additional sheet if needed

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

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

Reason Codes:

- Carrier has conducted a good faith search for providers and determined that there are no providers physically present in the service area of the type requested in the waiver. MDH will not grant a waiver for this reason code unless the carrier demonstrates, with specific information, that there are no providers physically present in the part(s) of the service area for which the waiver is sought. Specific information may include provider directories and sources consulted, physical geography that affects the location of providers, or other information that affects the availability and location of providers. Telemedicine may be used as a means to provide access when there are no

providers physically present to meet the standard. The carrier should describe how it will assess the availability of providers who begin practice in the service area where the standard cannot currently be met. State what steps will be taken to address the network inadequacy.

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.
 - d. State how access will be provided for this provider type for the enrollees of the affected county.

Additionally, for Reason Code 4, only for **Primary Care, Pediatric Services Providers [Primary Care], General Hospital and Mental Health provider types**, you must select only one county per line. See the Provider Network Adequacy Instruction for further direction. If the carrier would like to request a waiver for an additional county for the same provider type, they will need to add an additional line to allow for the specific additional information to be provided. For these same 4 provider types, the carrier must also complete the following fields:

- e. State the total number of estimated enrollees affected in the county not meeting the geographic standard as of the submission date of waiver.
- f. State the estimated percentage of area in that county that is not covered.

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.

Manny Munson-Regala, UnitedHealthcare of MN, ND, SD - Legal Lead
Name, Company, Title

5/23/2019
Date Attestation Signed



Provider Type	County	Reason Code	Notes	Affected Enrollees*	Percent Not Covered*
<i>Pediatric Specialty Providers</i>	<i>Beltrami, Cook, Kittson, Koochiching, Lake, Lake Of The Woods, Marshall, Pennington, Roseau, St. Louis</i>	1	<p>We found no providers physically present in northwestern Beltrami County, central Cook County, northern Kittson County, northern Koochiching County, northeastern Lake County, all of Lake of the Woods County, eastern Marshall County, northeastern Pennington County, central Roseau County, and northwestern St. Louis County.</p> <p>In an effort to determine whether or not there was a relevant provider in the geographical area, we used various tools including our internal provider radius search tool, the national NPI registry, other publicly available directories and Google searches. Searches were based on distance and taxonomies that correlated to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other plans' networks. In order to fill these gaps, we have an established internal process and developed a tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly. Additionally, we have virtual visits available for all members with three of our national providers, including Doctors On Demand, Teladoc, and AmWell. Members can also access care at the facilities listed in neighboring counties.</p>		
<i>Physical Therapy, Occupational Therapy and Speech Therapy</i>	<i>Cook, Kittson, Koochiching, Lake, Lake Of The Woods, Roseau, St. Louis</i>	1	<p>We found no providers physically present in central Cook County, northwestern Kittson County, northeastern Koochiching County, northeastern Lake County, central Lake of the Woods County, northeastern Roseau County, and northwestern St. Louis County.</p> <p>In an effort to determine whether or not there was a relevant provider in the geographical area, we used various tools including our internal provider radius search tool, the national NPI registry, other publicly available directories and Google searches. Searches were based on distance and taxonomies that correlated to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other plans' networks. In order to fill these gaps, we have an established internal process and developed a tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly. Additionally, we have virtual visits available for all members with three of our national providers, including Doctors On Demand, Teladoc, and AmWell. Members can also access care at the facilities listed in neighboring counties.</p>		
<i>Physical Medicine and Rehabilitation and Occupational Medicine</i>	<i>Cook, Kittson, Lake Of The Woods, Roseau</i>	1	<p>We found no providers physically present in eastern Cook County, northern Kittson County, central Lake of the Woods County, and northern Roseau County.</p> <p>In an effort to determine whether or not there was a relevant provider in the geographical area, we used various tools including our internal provider radius search tool, the national NPI registry, other publicly available directories and Google searches. Searches were based on distance and taxonomies that correlated to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other plans' networks. In order to fill these gaps, we have an established internal process and developed a tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly. Additionally, we have virtual visits available for all members with three of our national providers, including Doctors On Demand, Teladoc, and AmWell. Members can also access care at the facilities listed in neighboring counties.</p>		
<i>Pulmonary Disease</i>	<i>Cook</i>	1	<p>We found no providers physically present in eastern Cook County.</p> <p>In an effort to determine whether or not there was a relevant provider in the geographical area, we used various tools including our internal provider radius search tool, the national NPI registry, other publicly available directories and Google searches. Searches were based on distance and taxonomies that correlated to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other plans' networks. In order to fill these gaps, we have an established internal process and developed a tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly. Additionally, we have virtual visits available for all members with three of our national providers, including Doctors On Demand, Teladoc, and AmWell. Members can also access care at the facilities listed in neighboring counties.</p>		

<p>Reconstructive Surgery</p>	<p><i>,Aitkin,Becker,Beltrami,Cass,Chippewa,Clearwater,Cook,Cottonwood,Hubbard,Itasca,Kandiyohi,Koochiching,Lac Qui Parle,Lake,Lake Of The Woods,Lincoln,Lyon,Polk,Red Lake,Redwood,Renville,Roseau,St. Louis,Traverse,Yellow Medicine,Mahnomen,Marshall,Murray,Pennington</i></p>	<p>1</p>	<p>We found no providers physically present in northern Aitkin County, eastern Becker County, all of Beltrami County, northern Cass County, southern Chippewa County, all of Clearwater County, central Cook County, northwestern Cottonwood County, northern Hubbard County, western Itasca County, southwestern Kandiyohi County, central Koochiching County, all of Lac Qui Parle County, northeastern Lake County, all of Lake of the Woods County, north central Lincoln County, central Lyon County, eastern Mahnomen County, eastern Marshall County, northern Murray County, eastern Pennington County, eastern Polk County, eastern Red Lake County, western Redwood County, western Renville County, eastern Roseau County, northwestern St. Louis County, western Traverse County, and all of Yellow Medicine County.</p> <p>In an effort to determine whether or not there was a relevant provider in the geographical area, we used various tools including our internal provider radius search tool, the national NPI registry, other publicly available directories and Google searches. Searches were based on distance and taxonomies that correlated to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other plans' networks. In order to fill these gaps, we have an established internal process and developed a tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly. Additionally, we have virtual visits available for all members with three of our national providers, including Doctors On Demand, Teladoc, and AmWell. Members can also access care at the facilities listed in neighboring counties.</p>		
<p>SUD (Chemical Dependency) - Inpatient</p>	<p><i>Beltrami,Big Stone,Cook,Houston,Kittson,Lake,Lake Of The Woods,Roseau,Hubbard</i></p>	<p>1</p>	<p>We found no providers physically present in central Beltrami County, western Big Stone County, all of Cook County, southeastern Houston County, northeastern Hubbard County, northern Kittson County, eastern Lake County, central Lake of the Woods County, and northeastern Roseau County.</p> <p>In an effort to determine whether or not there was a relevant provider in the geographical area, we used various tools including our internal provider radius search tool, the national NPI registry, other publicly available directories and Google searches. Searches were based on distance and taxonomies that correlated to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other plans' networks. In order to fill these gaps, we have an established internal process and developed a tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly. Additionally, we have virtual visits available for all members with three of our national providers, including Doctors On Demand, Teladoc, and AmWell. Members can also access care at the facilities listed in neighboring counties.</p>		
<p>SUD (Chemical Dependency) - Outpatient</p>	<p><i>Beltrami,Cook,Kittson,Koochiching,Lake,Lake Of The Woods,St. Louis,Roseau</i></p>	<p>1</p>	<p>We found no providers physically present in northeastern Beltrami County, central Cook County, northwestern Kittson County, northern Koochiching County, northern Lake County, central Lake of the Woods County, and northeastern Roseau County, and northern St. Louis County.</p> <p>In an effort to determine whether or not there was a relevant provider in the geographical area, we used various tools including our internal provider radius search tool, the national NPI registry, other publicly available directories and Google searches. Searches were based on distance and taxonomies that correlated to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other plans' networks. In order to fill these gaps, we have an established internal process and developed a tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly. Additionally, we have virtual visits available for all members with three of our national providers, including Doctors On Demand, Teladoc, and AmWell. Members can also access care at the facilities listed in neighboring counties.</p>		

Thoracic Surgery	Aitkin,Beltrami,Cass, Cook,Hubbard,Itasca, Jackson,Kittson,Koo chiching,Lake,Lake Of The Woods,Lincoln,Marti n,Nobles,Pine,St. Louis	1	<p>We found no providers physically present in northern Aitkin County, eastern Beltrami County, northern Cass County, all of Cook County, northeastern Hubbard County, central Itasca County, southern Jackson County, northwestern Kittson County, all of Koochiching County, northern Lake County, southeastern Lake of the Woods County, western Lincoln County, southwestern Martin County, southeastern Nobles County, western Pine County, and northern St. Louis County.</p> <p>In an effort to determine whether or not there was a relevant provider in the geographical area, we used various tools including our internal provider radius search tool, the national NPI registry, other publicly available directories and Google searches. Searches were based on distance and taxonomies that correlated to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other plans' networks. In order to fill these gaps, we have an established internal process and developed a tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly. Additionally, we have virtual visits available for all members with three of our national providers, including Doctors On Demand, Teladoc, and AmWell. Members can also access care at the facilities listed in neighboring counties.</p>		
Urology	Cook	1	<p>We found no providers physically present in eastern Cook County.</p> <p>In an effort to determine whether or not there was a relevant provider in the geographical area, we used various tools including our internal provider radius search tool, the national NPI registry, other publicly available directories and Google searches. Searches were based on distance and taxonomies that correlated to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other plans' networks. In order to fill these gaps, we have an established internal process and developed a tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly. Additionally, we have virtual visits available for all members with three of our national providers, including Doctors On Demand, Teladoc, and AmWell. Members can also access care at the facilities listed in neighboring counties.</p>		
Vascular Surgery	Cook,Houston,Lake	1	<p>We found no providers physically present in eastern Cook County, southeastern Houston County, and northeastern Lake County.</p> <p>In an effort to determine whether or not there was a relevant provider in the geographical area, we used various tools including our internal provider radius search tool, the national NPI registry, other publicly available directories and Google searches. Searches were based on distance and taxonomies that correlated to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other plans' networks. In order to fill these gaps, we have an established internal process and developed a tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly. Additionally, we have virtual visits available for all members with three of our national providers, including Doctors On Demand, Teladoc, and AmWell. Members can also access care at the facilities listed in neighboring counties.</p>		
Home Health Care Agency	Cook,Lake,Lake Of The Woods,Roseau	1	<p>We found no providers physically present in all of Cook County, eastern Lake County, central Lake of the Woods County, and eastern Roseau County.</p> <p>In an effort to determine whether or not there was a relevant provider in the geographical area, we used various tools including our internal provider radius search tool, the national NPI registry, other publicly available directories and Google searches. Searches were based on distance and taxonomies that correlated to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other plans' networks. In order to fill these gaps, we have an established internal process and developed a tool which reports any coverage gaps on a monthly basis to the local market. The local network management team monitors these reports monthly and remediates accordingly. Additionally, we have virtual visits available for all members with three of our national providers, including Doctors On Demand, Teladoc, and AmWell. Members can also access care at the facilities listed in neighboring counties.</p>		
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<select one>	<select all that apply>	<select one>			
<select one>	<select all that apply>	<select one>			

Rec'd 5/28/19 @ 10am



DEPARTMENT OF HEALTH
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 (ECP)

Plan Year: 2020

1. Name and Title of Person Submitting this Document:

Carrier	Name Network	Network ID
UnitedHealthcare	Choice	MNN001
Name	Title	Date
Manny Munson-Regala	Legal Representative - UnitedHealthcare of MN, ND, SD	5/28/2019

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

- A. That person submitting this request has personal knowledge of the network contracting process involved in this submission, and
- B. That access cannot be met for the following ECP categories. Include the county and reason(s) for not meeting the requirements.
It is not necessary to request a waiver in situations where there is no ECP of a required category available in the county:

ECP Category	County	Reason Code	Notes
<i>ECP Indian Health Care Provider</i>	<i>Hennepin</i>	2	We are currently in contract negotiations with Native American Community Clinic in Hennepin County. The contract was offered at same or similar rates as other providers and we have yet to reach an agreement.
<i>ECP Mental Health</i>	<i>Cass,Dodge,Lac Qui Parle,Mahnomen,Marshall</i>	2	We offered a contract to Mental Health ECP providers located in Cass County, Dodge County, Lac Qui Parle County, Mahnomen County, and Marshall County. The contract was offered at same or similar rates as other providers but they refused to contract. We will monitor if providers become available that can meet the network adequacy standard using our established internal process and developed tool which reports any coverage gaps on a monthly basis to the local market. If prospective providers become available, we will seek new opportunities to contract with available providers to improve network adequacy.
<i>ECP Family Planning</i>	<i>Dodge,Rice,Steele</i>	2	We offered a contract to Family Planning ECP providers located in Dodge County, Rice County, and Steele County. The contract was offered at same or similar rates as other providers but they refused to contract. We will monitor if providers become available that can meet the network adequacy standard using our established internal process and developed tool which reports any coverage gaps on a monthly basis to the local market. If prospective providers become available, we will seek new opportunities to contract with available providers to improve network adequacy.
<i>ECP Primary Care</i>	<i>Kandiyohi,Rice</i>	2	We offered a contract to Primary Care ECP providers located in Kandiyohi County and Rice County. The contract was offered at same or similar rates as other providers but they refused to contract. We will monitor if providers become available that can meet the network adequacy standard using our established internal process and developed tool which reports any coverage gaps on a monthly basis to the local market. If prospective providers become available, we will seek new opportunities to contract with available providers to improve network adequacy.
<select one>	<select all that apply>	<select one>	
<select one>	<select all that apply>	<select one>	

Please use additional sheet if needed

Reason Codes:

1. Provider does not meet carrier's data requirements, utilization review, and quality assurance requirements; or
 2. Carrier has made a good faith effort to contract with provider(s). Please provide a statement of what was done to attempt to contract with the provider.
- C. That if new providers listed in (B) becomes available in the service area, carrier will make a good faith effort to contract with said providers.