

**MANAGED CARE SYSTEMS**  
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## Request for Waiver

**Plan Year: 2023**

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*    |
|--------------------------------|------------------------------|------------|-----------------------|
| PreferredOne Insurance Company | Select                       | MNN002     | <b>Narrow Network</b> |
| Name                           | Title                        | Date       | Enrollees in Network* |
| Kristopher Klinger             | Director, Provider Relations | 5/13/2022  | <b>127</b>            |

**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 Total Enrollees Affected | Percent Not Covered* | Percent Available Providers Included |
|------------------------------------|---------------|-------------|--|---------------------|----------------------------------|----------------------|--------------------------------------|
| <b>General Hospital facilities</b> | <b>Scott</b>  | <b>4</b>    | The Select network is a narrow network that closely mirrors some of our ACO network offerings. The purpose of this narrow network is to provide a greater level of coordination of care between your primary care providers, hospitals and specialty providers that you see throughout the year. As such, this curated network was created with the goal of a more coordinated and cost-effective model of care. Each of the counties that this waiver is in request for has General Hospital facilities who's radius covers part of the counties in question, but not all portions of these counties are fully covered by the 30 mile radius requirement. PreferredOne will monitor network utilization for the Select network quarterly with the objective of determining what Out of Network providers the Select membership utilizes. If those providers fall within the network gap & could help satisfy a network specialty requirement we will discuss potential outreach to those clinics/facilities for future inclusion in the network, should coordination of care be feasible with those providers. In 2021-22 there were no providers utilized that met this criteria where we were able to add them to the network. Members are also able to access these services from providers included in the network in Scott county & neighboring service area counties and/or access telemedicine services when available.  | <b>1</b>            | <b>0</b>                         | <b>2</b>             | <b>98</b>                            |
| <b>General Hospital facilities</b> | <b>Wright</b> | <b>4</b>    | The Select network is a narrow network that closely mirrors some of our ACO network offerings. The purpose of this narrow network is to provide a greater level of coordination of care between your primary care providers, hospitals and specialty providers that you see throughout the year. As such, this curated network was created with the goal of a more coordinated and cost-effective model of care. Each of the counties that this waiver is in request for has General Hospital facilities who's radius covers part of the counties in question, but not all portions of these counties are fully covered by the 30 mile radius requirement. PreferredOne will monitor network utilization for the Select network quarterly with the objective of determining what Out of Network providers the Select membership utilizes. If those providers fall within the network gap & could help satisfy a network specialty requirement we will discuss potential outreach to those clinics/facilities for future inclusion in the network, should coordination of care be feasible with those providers. In 2021-22 there were no providers utilized that met this criteria where we were able to add them to the network. Members are also able to access these services from providers included in the network in Wright county & neighboring service area counties and/or access telemedicine services when available. | <b>1</b>            | <b>0</b>                         | <b>2</b>             | <b>98</b>                            |

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,

