

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*
UnitedHealthcare Insurance Company	Choice Plus	MNN001	<select one>
Name	Title	Date	Enrollees in Network*
Patty Dumas	Regional Performance Mgr	5/19/2022	5763

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
General Hospital facilities	Aitkin	1	We found no providers physically present in northeastern Aitkin County.  We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPEs NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.	1	0.02%	0%	100%
General Hospital facilities	Beltrami	1	We found no providers physically present in north Beltrami County.  We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPEs NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.	19	0.33%	0%	100%

General Hospital facilities	Cass	1	<p>We found no providers physically present in central Cass County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	17	0.29%	0%	100%
General Hospital facilities	Clearwater	1	<p>We found no providers physically present in north Clearwater County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	2	0.03%	0%	100%
General Hospital facilities	Cook	1	<p>We found no providers physically present in northwest and Northeast Cook County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	5	0.09%	0%	100%

<p><b>General Hospital facilities</b></p>	<p><b>Itasca</b></p>	<p><b>1</b></p>	<p>We found no providers physically present in northwest Itasca County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	<p><b>40</b></p>	<p><b>0.69%</b></p>	<p><b>0%</b></p>	<p><b>100%</b></p>
<p><b>General Hospital facilities</b></p>	<p><b>Koochiching</b></p>	<p><b>1</b></p>	<p>We found no providers physically present in east central and west Koochiching County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	<p><b>10</b></p>	<p><b>0.17%</b></p>	<p><b>0%</b></p>	<p><b>100%</b></p>
<p><b>General Hospital facilities</b></p>	<p><b>Lake</b></p>	<p><b>1</b></p>	<p>We found no providers physically present in east central and west Lake County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	<p><b>1</b></p>	<p><b>0.02%</b></p>	<p><b>0%</b></p>	<p><b>100%</b></p>

General Hospital facilities	Lake of the Woods	1	<p>We found no providers physically present in southwest and northwest Lake of the Woods County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	30	0.52%	0%	100%
General Hospital facilities	Marshall	1	<p>We found no providers physically present in north central Marshall County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	1	0.02%	0%	100%
General Hospital facilities	Roseau	1	<p>We found no providers physically present in southwest and east Roseau County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	5	0.09%	0%	100%

<p><i>General Hospital facilities</i></p>	<p><i>St. Louis</i></p>	<p>1</p>	<p>We found no providers physically present in north and southwest St. Louis County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	<p>321</p>	<p>5.57%</p>	<p>0%</p>	<p>100%</p>
<p><i>Primary Care providers</i></p>	<p><i>Beltrami</i></p>	<p>1</p>	<p>We found no providers physically present in northwest Beltrami County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	<p>19</p>	<p>0.33%</p>	<p>0%</p>	<p>100%</p>
<p><i>Primary Care providers</i></p>	<p><i>Cook</i></p>	<p>1</p>	<p>We found no providers physically present in northwest Cook County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	<p>5</p>	<p>0.09%</p>	<p>0%</p>	<p>100%</p>

<p><i>Primary Care providers</i></p>	<p><i>Lake</i></p>	<p>1</p>	<p>We found no providers physically present northeast Lake County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	<p>1</p>	<p>0.02%</p>	<p>0%</p>	<p>100%</p>
<p><i>Primary Care providers</i></p>	<p><i>Lake of the Woods</i></p>	<p>1</p>	<p>We found no providers physically present in northwest and southwest Lake of the Woods County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	<p>30</p>	<p>0.52%</p>	<p>0%</p>	<p>100%</p>
<p><i>Primary Care providers</i></p>	<p><i>Marshall</i></p>	<p>1</p>	<p>We found no providers physically present in east Marshall County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	<p>1</p>	<p>0.02%</p>	<p>0%</p>	<p>100%</p>

<b>Primary Care providers</b>	<b>St. Louis</b>	<b>1</b>	<p>We found no providers physically present in northwest St. Louis County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	<b>321</b>	<b>5.57%</b>	<b>0%</b>	<b>100%</b>
<b>Mental health providers</b>	<b>Beltrami</b>	<b>1</b>	<p>We found no providers physically present in North Beltrami County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	<b>19</b>	<b>0.33%</b>	<b>0%</b>	<b>100%</b>
<b>Mental health providers</b>	<b>Clearwater</b>	<b>1</b>	<p>We found no providers physically present in north Clearwater County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	<b>2</b>	<b>0.03%</b>	<b>0%</b>	<b>100%</b>

<i>Mental health providers</i>	<i>Cook</i>	<i>1</i>	<p>We found no providers physically present in northwest and northeast Cook County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	<i>5</i>	<i>0.09%</i>	<i>0%</i>	<i>100%</i>
<i>Mental health providers</i>	<i>Itasca</i>	<i>1</i>	<p>We found no providers physically present in northwest Itasca County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	<i>40</i>	<i>0.69%</i>	<i>0%</i>	<i>100%</i>
<i>Mental health providers</i>	<i>Kittson</i>	<i>1</i>	<p>We found no providers physically present in the majority of the Kittson County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	<i>1</i>	<i>0.02%</i>	<i>0%</i>	<i>100%</i>

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.

Patty Dumas, Regional Performance Manager  
Name, Company, Title

5/20/2022  
Date Attestation Signed

Provider Type	County	Reason Code	Notes	Affected Enrollees*	Percent Total Enrollees Affected	Percent Not Covered*	Percent Available Providers Included in Network
Mental health providers	Koochiching	1	<p>We found no providers physically present in the majority of Koochiching County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	10	0.17%	0%	100%
Mental health providers	Lake	1	<p>We found no providers physically present in northeast Lake County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	1	0.02%	0%	100%
Mental health providers	Lake of the Woods	1	<p>We found no providers physically present in the majority of Lake in the Woods County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	30	0.52%	0%	100%
Mental health providers	Marshall	1	<p>We found no providers physically present in the northwest and east central Marshall County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	1	0.02%	0%	100%

Mental health providers	Roseau	1	<p>We found no providers physically present in southwest Roseau County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	5	0.09%	0%	100%
Mental health providers	St. Louis	1	<p>We found no providers physically present in north St. Louis County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	321	5.57%	0%	100%
Pediatric Services Providers	Aitkin	1	<p>We found no providers physically present in east Aitkin County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	1	0.02%	0%	100%
Pediatric Services Providers	Becker	1	<p>We found no providers physically present in northwest and central Becker County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	3	0.05%	0%	100%

Pediatric Services Providers	Beltrami	1	<p>We found no providers physically present in the majority of the Beltrami County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	19	0.03%		
Pediatric Services Providers	Big Stone	1	<p>We found no providers physically present in all of Big Stone County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	4	0.07%		
Pediatric Services Providers	Carlton	1	<p>We found no providers physically present in southwest Carlton County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	13	0.23%		
Pediatric Services Providers	Cass	1	<p>We found no providers physically present in west Cass County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	17	0.29%		

Pediatric Services Providers	Chippewa	1	<p>We found no providers physically present in west Chippewa County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>			
Pediatric Services Providers	Cook	1	<p>We found no providers physically present in all of Cook County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	5	0.09%	
Pediatric Services Providers	Faribault	1	<p>We found no providers physically present in southwest Faribault County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	14	0.24%	
Pediatric Services Providers	Itasca	1	<p>We found no providers physically present in north and south Itasca County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	40	0.69%	

Pediatric Services Providers	Jackson	1	<p>We found no providers physically present in east Jackson County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	1	0.02%		
Pediatric Services Providers	Kanabec	1	<p>We found no providers physically present in north Kanabec County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	5	0.09%		
Pediatric Services Providers	Kittson	1	<p>We found no providers physically present in the majority of the Kittson County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	1	0.02%		
Pediatric Services Providers	Koochiching	1	<p>We found no providers physically present in all of the Koochiching County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	10	0.17%		

<p><i>Pediatric Services Providers</i></p>	<p>Lac Qui Parle</p>	<p>1</p>	<p>We found no providers physically present in north Lac Qui Parle County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>			
<p><i>Pediatric Services Providers</i></p>	<p>Lake</p>	<p>1</p>	<p>We found no providers physically present in the majority of the Lake County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	<p>1</p>	<p>0.02%</p>	
<p><i>Pediatric Services Providers</i></p>	<p>Lake of the Woods</p>	<p>1</p>	<p>We found no providers physically present in north and south Lake of the Woods County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	<p>30</p>	<p>0.52%</p>	
<p><i>Pediatric Services Providers</i></p>	<p>Marshall</p>	<p>1</p>	<p>We found no providers physically present in northwest Marshall County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	<p>1</p>	<p>0.02%</p>	

Pediatric Services Providers	Martin	1	<p>We found no providers physically present in the majority of the Marshall County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	24	0.42%		
Pediatric Services Providers	Mille Lacs	1	<p>We found no providers physically present in northeast Mille Lacs County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	13	0.23%		
Pediatric Services Providers	Pine	1	<p>We found no providers physically present in the majority of the Pine County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	12	0.21%		
Pediatric Services Providers	Roseau	1	<p>We found no providers physically present in southwest Roseau County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	5	0.09%		

<p><i>Pediatric Services Providers</i></p>	<p><b>St. Louis</b></p>	<p>1</p>	<p>We found no providers physically present in north and south St. Louis County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	<p>321</p>	<p>5.57%</p>		
<p><i>Pediatric Services Providers</i></p>	<p><b>Stevens</b></p>	<p>1</p>	<p>We found no providers physically present in the majority of Stevens County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	<p>14</p>	<p>0.24%</p>		
<p><i>Pediatric Services Providers</i></p>	<p><b>Swift</b></p>	<p>1</p>	<p>We found no providers physically present in the majority of the Swift County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	<p>2</p>	<p>0.03%</p>		
<p><i>Pediatric Services Providers</i></p>	<p><b>Traverse</b></p>	<p>1</p>	<p>We found no providers physically present in the majority of the Traverse County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	<p>1</p>	<p>0.02%</p>		

<p><i>Pediatric Services Providers</i></p>	<p><i>Watowan</i></p>	<p>1</p>	<p>We found no providers physically present in southwest Watowan County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	<p>14</p>	<p>0.24%</p>		
<p><i>Pediatric Services Providers</i></p>	<p><i>Yellow Medicine</i></p>	<p>1</p>	<p>We found no providers physically present in the north Yellow Medicine County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>	<p>5</p>	<p>0.09%</p>		
<p><i>Allergy, Immunology and Rheumatology</i></p>	<p><i>,Cook,Koochiching,Lake,St. Louis</i></p>	<p>1</p>	<p>We found no providers physically present in the entire county of Cook, the majority of county Koochiching, East Lake, and Northwest St. Louis.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>				
<p><i>Anesthesiology Physicians and Certified Registered Nurse Anesthetists</i></p>	<p><i>,Cook,Lake,Roseau</i></p>	<p>1</p>	<p>We found no providers physically present in the majority of Cook county, the Northeast portion of Lake county and the Northern portion of Roseau County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>				

<p><b>Cardiac Surgery</b></p>	<p><i>Aitkin, Beltrami, Big Stone, Carlton, Cass, Chippewa, Cook, Crow Wing, Grant, Itasca, Kandiyohi, Kittson, Koochiching, Lake, Lake Of The Woods, Lincoln, Lyon, Pine, Pope, Renville, Roseau, St. Louis, Stevens, Swift, Traverse, Yellow Medicine</i></p>	<p>1</p>	<p>We found no providers physically present in the Majority of Aitkin county, Northeast Beltrami, East Big Stone, the entire county of Carlton, southeast Cass, Majority of county Chippewa, entire county Cook, North Crow Wing, Southwest Grant, East Itasca, Southwest Kandiyohi, north Kittson, Majority of Koochiching county, Majority of Lac qui Parle, entire county of Lake, Majority of Lake of the Woods, Majority of Lincoln, Northwest Lyon, North Pine, Majority of Pope, Northwest Renville, north Roseau, Majority of St. Louis, Majority of Stevens, Majority of Swift, Central Traverse, and the Majority of Yellow Medicine County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>				
<p><b>Cardiovascular Disease</b></p>	<p><b>Cook</b></p>	<p>1</p>	<p>We found no providers physically present in the majority of Cook County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>				
<p><b>Colon and Rectal Surgery</b></p>	<p><i>Aitkin, Becker, Beltrami, Big Stone, Blue Earth, Brown, Cass, Chippewa, Clearwater, Cook, Cottonwood, Crow Wing, Douglas, Faribault, Grant, Hubbard, Itasca, Jackson, Kandiyohi, Kittson, Koochiching, Lac Qui Parle, Lake, Lake Of The Woods, Lincoln, Lyon, Marshall, Martin, Murray, Nicollet, Nobles, Otter Tail, Pennington, Polk, Pope, Red Lake, Renville, Roseau, St. Louis, Stevens, Swift, Todd, Traverse, Wadena, Watonwan, Wilkin, Yellow Medicine</i></p>	<p>1</p>	<p>We found no providers physically present in the majority of Aitkin county, East Becker, the entire County of Beltrami, the entire county of Big Stone, Southwest Blue Earth, Majority of Brown, Majority of Cass, the entire county of Chippewa, the entire county of Clearwater, the entire county of Cook, the entire county of Cottonwood, Majority of Crow Wing, Majority of Douglas, Majority of Faribault, the entire county of Grant, the entire county of Hubbard, Majority of Itasca, the entire county of Jackson, Southwest Kandiyohi, the entire county of Kittson, the entire county of Koochiching, the entire county of Lac qui Parle, Majority of Lake, the entire county of Lake of the Woods, Majority of Lincoln, Majority of Lyon, East Mahanoma, the entire county of Marshall, the entire county of Martin, Majority of Murray, Northwest Nicollet, East Nobles, Majority of Otter Tail, the entire county of Pennington, Majority of Polk, Majority of Pope, the entire county of Red Lake, the entire county of Redwood, Majority of Renville, the entire county of Roseau, Majority of St. Louis, the entire county of Stevens, Majority of Swift, Northwest Todd, the entire county of Traverse, the entire county of Wadena, the entire county of Watonwan, Southeast Wilkin, the entire county of Yellow Medicine.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>				
<p><b>Pediatric Dental Care</b></p>	<p><i>Aitkin, Beltrami, Big Stone, Cass, Cook, Itasca, Kittson, Lake, Lake Of The Woods, Lincoln, Lyon, Marshall, Murray, Pipestone, Redwood, Roseau, St. Louis, Traverse, Yellow Medicine</i></p>	<p>1</p>	<p>We found no providers physically present in the majority of Aitkin county, Northwest Beltrami, West Big Stone, East Cass, the entire county of Cook, East Itasca, Majority of Kittson, West Lac Qui Parle, Majority of Lake, Majority of Lake of the Woods, the entire county of Lincoln, Majority of Lyon, East Marshall, Northwest Murray, Northeast Pennington, Majority of Pipestone, Southwest Redwood, Majority of Roseau, Central St. Louis, Southwest Traverse, and West Yellow Medicine.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>				

<p><b>Dermatology</b></p>	<p><b>Cook,Lake</b></p>	<p>1</p>	<p>We found no providers physically present in the the entire county of Cook and the east portion of Lake county.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>			
<p><b>Endocrinology</b></p>	<p><b>,Cook,Jackson,Koochiching,Lake,Nobles,St.Louis</b></p>	<p>1</p>	<p>We found no providers physically present in the entire county of Cook, South Jackson, Majority of Koochiching, East Lake, Southeast Nobles, and Northwest St. Louis county.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>			
<p><b>Gastroenterology</b></p>	<p><b>,Beltrami,Cook,Kittson,Koochiching,Lake,Lake Of The Woods,Marshall,Otter Tail,Roseau,St. Louis</b></p>	<p>1</p>	<p>We found no providers physically present in Northwest and Northeast Beltrami county, Majority of Cook, Majority of Kittson, Majority of Koochiching, Northeast Lake, the entire county of Lake of the Woods, Northeast Marshall, North Otter Tail, Majority of Roseau, and Northwest St. Louis.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>			
<p><b>General Surgery</b></p>	<p><b>Cook</b></p>	<p>1</p>	<p>We found no providers physically present in the majority of Cook county.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>			

Genetics	Aitkin,Becker,Beltrami,Big Stone,Blue Earth,Brown,Carlton,Cass,Chippewa,Clear water,Cook,Cottonwood,Crow Wing,Douglas,Faribault,Grant,Hubbard,Itasca,Jackson,Kanabec,Kandiyohi,Kittson,Ko ochiching,Lake,Lake Of The Woods,Lincoln,Lyon,Mahnomen,Marshall, Martin,Murray,Nicollet,Nobles,Otter Tail,Pine,Polk,Pope,Renville,Red Lake,Redwood,Roseau,St. Louis,Sibley,Stevens,Swift,Todd,Traverse,Wadena,Watonwan,Wilkin, Yellow Medicine	1	<p>We found no providers physically present in the majority of Aitkin county, East Becker, the entire county of Beltrami, the entire county of Big Stone, Majority of Blue Earth, the entire county of Brown, the entire county of Carlton, Majority of Cass, Majority of Chippewa, the entire county of Clearwater, the entire county of Cook, the entire county of Cottonwood, Majority of Crow Wing, Majority of Douglas, Majority of Faribault, Majority of Grant, the entire county of Hubbard, the entire county of Itasca, the entire county of Jackson, Northeast Kanabec, Southwest Kandiyohi, the entire county of Kittson, the entire county of Koochiching, the entire county of Lac qui Parle, the entire county of Lake, the entire county of Lake of the Woods, Majority of Lincoln, Majority of Lyon, East Mahnomen, the entire county of Marshall, the entire county of Martin, Majority of Murray, Majority of Nicollet, East Nobles, East Otter Tail, the entire county of Pennington, Majority of Pine, Southwest Polk, Majority of Pope, the entire county of Red Lake, the entire county of Redwood, Majority of Renville, the entire county of Roseau, West Sibley, the entire county of St. Louis, the entire county of Stevens, Majority of Swift, Northwest Todd, Majority of Traverse, the entire county of Wadena, the entire county of Watonwan, Southeast Wilkin, and the entire county of Yellow Medicine.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on</p>				
Nephrology	Cook,Lake	1	<p>We found no providers physically present in the entire county of Cook and the eastern portion of Lake county.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>				
Neurology and Neurological Surgery	Cook,Lake	1	<p>We found no providers physically present in the entire county of Cook and the eastern portion of Lake county.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>				
Obstetrics and Gynecology	Cook	1	<p>We found no providers physically present in the majority of Cook county.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>				

Oncology	Cook,Lake	1	<p>We found no providers physically present in the entire county of Cook and the eastern portion of Lake county.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>			
Ophthalmology	Cook	1	<p>We found no providers physically present in the majority of Cook county.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>			
Orthopedic Surgery	Cook	1	<p>We found no providers physically present in the majority of Cook county.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>			
Otolaryngology	Beltrami,Cook,Koochiching,Lake,Lake Of The Woods	1	<p>We found no providers physically present in Northeast Beltrami county, the entire county of Cook, Northwest Koochiching, East Lake, and East Lake of the Woods.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>			

<p><i>Pediatric Specialty Providers</i></p>	<p><i>Beltrami,Cook,Kittson,Koochiching,Lake,Lake Of The Woods,Roseau,St. Louis</i></p>	<p>1</p>	<p>We found no providers physically present in Northeast Beltrami, the entire county of Cook, North Kittson, Majority of Koochiching, East Lake, Majority of Lake of the Woods, Northwest St. Louis, and North Roseau county.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>			
<p><i>Physical Therapy, Occupational Therapy and Speech Therapy</i></p>	<p><i>Cook,Kittson,Lake Of The Woods,Roseau</i></p>	<p>1</p>	<p>We found no providers physically present in East Cook county, North Kittson, Majority of Lake of the Woods, and Northeast Roseau.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>			
<p><i>Physical Medicine and Rehabilitation and Occupational Medicine</i></p>	<p><i>Cook,Kittson,Lake Of The Woods,Roseau</i></p>	<p>1</p>	<p>We found no providers physically present in East Cook county, North Kittson, Majority of Lake of the Woods, and North Roseau.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>			
<p><i>Pulmonary Disease</i></p>	<p><i>Beltrami,Cook,Lake Of The Woods,Marshall,Roseau</i></p>	<p>1</p>	<p>We found no providers physically present in the Northwest Beltrami county, East Cook, Majority of Lake of the Woods, East Marshall, Northeast Pennington, and the Majority of Roseau county.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>			

<p><b>Reconstructive Surgery</b></p>	<p><i>Becker, Beltrami, Cass, Clearwater, Cook, Hubbard, Itasca, Jackson, Koochiching, Lake, Lake of The Woods, Lincoln, Lyon, Mahnomen, Marshall, Murray, Nobles, Pennington, Polk, Red Lake, Roseau, St. Louis, Yellow Medicine</i></p>	<p>1</p>	<p>We found no providers physically present in the Northeast portion of Becker county, the entire county of Beltrami, North Cass, the entire county of Clearwater, the entire county of Cook, Majority of Hubbard, West Itasca, Southwest Jackson, Majority of Koochiching, East Lake, the entire county of Lake of the Woods, Southeast Lincoln, Majority of Lyon, East Mahnomen, East Marshall, Central Murray, East Nobles, East Pennington, East Polk, East Red Lake, Majority of Roseau, Northwest St. Louis, and South Yellow Medicine county.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>				
<p><b>Thoracic Surgery</b></p>	<p><i>Beltrami, Big Stone, Chippewa, Cook, Cottonwood, Douglas, Grant, Kandiyohi, Koochiching, Lac Qui Parle, Lake, Lincoln, Lyon, Murray, Otter Tail, Pine, Pope, Redwood, Renville, St. Louis, Stevens, Swift, Traverse, Yellow Medicine</i></p>	<p>1</p>	<p>We found no providers physically present in the Eastern portion of Beltrami county, the entire county of Big Stone, Majority of Chippewa, the entire county of Cook, Majority of Cottonwood, Majority of Douglas, Majority of Grant, Southwest Kandiyohi, Majority of Koochiching, the entire county of Lac qui Parle, Majority of Lake, Majority of Lincoln, Majority of Lyon, Northeast Murray, South Otter Tail, Central Pine, Majority of Pope, Majority of Redwood, Northwest Renville, North St. Louis, the entire county of Stevens, Majority of Swift, Majority of Traverse, the entire county of Yellow Medicine.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>				
<p><b>Urology</b></p>	<p><i>Cook, Koochiching, St. Louis</i></p>	<p>1</p>	<p>We found no providers physically present in the Majority of Cook county, Majority of Koochiching, and Northwest St. Louis county.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>				
<p><b>Vascular Surgery</b></p>	<p><i>Beltrami, Cook, Kittson, Koochiching, Lake, Lake of The Woods, Roseau, St. Louis</i></p>	<p>1</p>	<p>We found no providers physically present in Northeast Beltrami, East Cook, North Kittson, Majority of Koochiching, Northeast Lake, Majority of Lake of the Woods, North Roseau, and Northwest St. Louis county.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>				

<p><i>Home Health Care Agency</i></p>	<p><i>Cook,Lake,Lake Of The Woods,Roseau</i></p>	<p>1</p>	<p>We found no providers physically present in the entire county of Cook, East Lake, Majority of Lake of the Woods, and Northeast Roseau county.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>			
<p><i>SUD (Chemical Dependency) - Inpatient</i></p>	<p><i>Beltrami</i></p>	<p>1</p>	<p>We found no providers physically present in central Beltrami County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>			
<p><i>SUD (Chemical Dependency) - Inpatient</i></p>	<p><i>Lake Of The Woods</i></p>	<p>1</p>	<p>We found no providers physically present in central Lake of the Woods County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>			
<p><i>SUD (Chemical Dependency) - Inpatient</i></p>	<p><i>Roseau</i></p>	<p>1</p>	<p>We found no providers physically present in northeastern Roseau County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPDES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>			

<p><b>SUD (Chemical Dependency) - Outpatient</b></p>	<p><b>Kittson</b></p>	<p><b>1</b></p>	<p>We found no providers physically present in western Kittson County.</p> <p>We use a variety of tools to determine if there is a relevant provider located in the geographical area, including our internal provider radius search tool, the national NPPES NPI registry, other publicly available directories, Quest Analytics, and Google searches. These tools are reliable, accurate, and leveraged in other markets nationwide. Searches are based on distance and taxonomies that correlate to the appropriate specialties. Where we found no providers, we tested our search results via comparison with other carriers' networks. Where gaps have been identified, members in the affected county for this provider type have the ability to seek care virtually via a telehealth visit with a provider using an audio-video or audio-only telecommunication system (such as Teladoc, Doctors on Demand, VirtuWell, and Oncare); conduct a virtual check-in with providers using a recorded video and/or images submitted by the patient; or visit an electronic provider-patient portal to engage in care communication. In order to fill any identified gaps, we have an established internal process and 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.</p>				
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