



**DEPARTMENT OF
HEALTH AND HUMAN SERVICES**
Division of Health Care Financing and Policy
Helping people. It's who we are and what we do.



State of Nevada

Assurance of Network Adequacy

2019

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Overview

The Division of Health Care, Financing and Policy (DHCFP) submits this Assurance of Network Adequacy for the calendar year of 2019, to demonstrate that the contracted Managed Care Organizations (MCO) have complied with the State's requirements for the availability of services as set forth in Title 42 Code of federal Regulations (CFR) 438.207.

The DHCFP has contracts with the following MCOs: Anthem Blue Cross and Blue Shield Healthcare Solutions (ANT), Health Plan of Nevada (HPN), and SilverSummit Healthplan (SSH) to service Clark County and Washoe County in Nevada.

Network Assessment Approach

The DHCFP determines the sufficiency of the MCOs' network based upon an evaluation of the network provider data submitted by the MCOs Network Adequacy Report on a quarterly basis. In addition to this report, the DHCFP conducted a phone survey by randomly selecting 25% of households outside the network standard from each MCO.

Provider to Member Ratio

In accordance with the MCOs' contractual requirements, the MCOs must have at least one (1) full time equivalent (FTE) primary care provider (PCP) for every one thousand five hundred (1,500) recipients per service area. If the primary care Provider (PCP) practices in conjunction with a health care professional, the ratio is increased to one (1) FTEPCP for every one thousand eight hundred (1,800).

Time and Distance Standards

In order to approve the MCOs for time and distance standards, DHCFP reviews and verifies the MCOs' submission of their accessibility analysis data and geographic access maps based on county population and density. The geographic access reports and accessibility analysis indicates the total distance and travel time between the provider's and the member's residence.

Analysis for Anthem

Anthem has complied with the PCP-Enrollee ratio of 1:1500 in the service areas. The table below shows the ratio of PCPs to enrollees in each are of service.

County	No. of PCPs	No. of Enrollees	PCPs per 1,500 Enrollees
Clark	632	180,947	5.24
Washoe	241	25,702	14.07
Statewide	873	206,649	6.34

The table below represents the Time and Distance of members who fall outside the Network standards as set forth in the contract. Anthem submitted the data with some duplicates where the same member falls outside the distance and travel time to the provider from their residence.

Specialty (Minutes/Miles)	Minutes /Miles	Clark County			Washoe County		
		Providers	Minutes	Miles	Providers	Minutes	Miles
Psychiatrists	60/45	316	10	15	146	0	0
Psychologists	60/45	126	0	2	99	0	0
QMHP	60/45	768	8	15	353	0	0
Primary Care	30/20	1,112	20	54	527	0	37
Endocrinology	100/75	36	0	15	8	0	0
Infectious Diseases	100/75	35	0	8	24	0	0
Oncology - Medical/Surgical	60/45	122	10	15	47	0	0
Oncology – Radiation/Radiology	100/75	64	0	8	8	0	0
Pediatrics	30/20	455	34	54	121	0	44
Rheumatology	100/75	12	0	8	12	0	0
Hospitals	80/60	17	0	10	12	0	0
Outpatient Dialysis	80/60	18	0	10	10	0	0
TOTAL Physician Specialists		3,081	82	214	1,367	0	81
Enrollees		189,193			26,992		

- Action Plan:** Anthem’s Quality Management team contacts its members via the phone number they have on file to ensure they are aware of the distance between them and their providers and seeks to help the member find a closer provider if available in their area, and if the member has concerns. If the phone attempts are unsuccessful, a letter is mailed to the address on file. Anthem is always looking to expand their network to new provider’s especially in rural areas if they are available and participating with State Medicaid.
- Issues for Non-coverage:** Lack of providers in these rural areas.

- **Transportation:** Anthem Medicaid members utilize MTM¹ for non-emergent transportation.

- **Non coverage zip codes:**

Clark	
89018	There are 5 members from individual households in this area with no access to a PCP and Pediatrician.
89019	There are 14 members in this area with no access to PCP and Pediatrician. These 14 members consists of 6 households. This area has very low population density. Zip code 89019 has a population of 2,673 with 6 people /sqm.
89021	There are 2 members from individual households in this area with no access to PCP, Pediatrician, Endocrinology, Oncology, Psychiatry and QMHPs
89025	There are 2 members in this area with no access to PCP, Pediatrician, Endocrinology, Oncology, Psychiatry and QMHPs. These 2 members consist of 1 household
89027	There are 8 members in this area with no access to PCP, Pediatrics, Psychiatrists Psychiatric, QMHPs, Endocrinology, Infectious Diseases, Oncology: Medical/Radiation, Rheumatology, Hospitals and Outpatient Dialysis. These 8 members consist of 5 households.
89209	There are 2 members from individual households with no access to PCP, Pediatrics, Endocrinology, Hospitals, Oncology: Medical, Outpatient Dialysis, Psychiatrists, Psychologists, and QMHPs.
89040	There is 1 member with no access in this are to PCP, Pediatrics, Endocrinology, Oncology: Medical, Psychiatrists, and QMHPs.
89124	There are 20 members in this are with no access to PCP and Pediatrics. These members consist of 19 households. This area has a very low population density. Zip code 89124 has a population of 941 with 1 person/sqm.

Washoe	
89508	There are 15 members in this area with no access to PCP and Pediatrics. These 15 members consist of 9 households. This area has a very low population density. Zip code 89508 has a population of 8,544 with 73 people/sqm.
89510	There are 14 members in this area with no access to PCP and Pediatrician. These 14 members consists of 6 households. This area has a very low population density. Zip code 89510 has a population of 1,685, with 2 people/sqm.
89442	There is 1 member in this area with no access to PCP and Pediatrics. This member is homeless.

¹ MTM (Medical Transportation Management) is the state of Nevada’s non-emergency transportation (NET) manager.

	This area has a very low population density. Zip code 89442 has a population of 1,118 with 7 people/sqm.
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Anthem's overall coverage in Clark county is 99.7% and 99.9% in Washoe County.

Analysis for HPN

HPN has complied with the PCP-Enrollee ratio of 1:1500 in the service areas HPN is calculating their PCP and Specialists ratio by reviewing their claims utilization. HPN determines the time spent by all their providers on Medicaid, then take that percentage as their PCP Medicaid. Example: If the providers in their network spend 10% of their time on Medicaid, then only 10% of their total PCP and Specialist are being considered for the 1:1500 ratio. The table below shows the ratio of PCPs to enrollees in each are of service.

County	No. of PCPs	No. of Enrollees	PCPs per 1,500 Enrollees
Clark	241	210,595	1.72
Washoe	90	28,649	4.71
Statewide	331	239,244	2.08

The table below represents the Time and Distance of members who fall outside the Network standards as set forth in the contract. In this table HPN counted their total number of PCP as opposed to reviewing the provider’s Medicaid utilization. HPN’s submission contains duplicated members who fall outside the network standards in distance and travel time.

Specialty (Minutes/Miles)	Minutes/ Miles	Clark County			Washoe County		
		Providers	Minutes	Miles	Providers	Minutes	Miles
Psychiatrists	60/45	192	0	0	86	0	0
Psychologists	60/45	43	1	11	19	0	0
QMHP	60/45	560	0	0	173	0	0
Primary Care	30/20	758	0	0	210	9	9
Endocrinology	100/75	16	0	0	3	0	0
Infectious Diseases	100/75	17	0	0	5	0	0
Oncology – Medical/Surgical	60/45	56	0	0	8	0	0
Oncology – Radiation/Radiology	100/75	18	0	0	7	0	0
Pediatrics	30/20	226	0	8	42	37	65
Rheumatology	100/75	7	0	0	6	0	0
Hospitals	80/60	11	0	0	5	0	0
Outpatient Dialysis	80/60	6	0	0	4	0	0
TOTAL Physician Specialists		1,910			568		
Enrollees			210,595			28,649	

- **Action Plan:** Telemedicine services for urgent care, behavioral and PCP visits. Additional specialist visit capabilities are forthcoming.
- **Issues for Non-Coverage:** Lack of providers in these rural areas.

- **Transportation:** For a member who needs transportation to their provider, MTM is generally available. If MTM cannot provide the service, then HPN has other transportation opportunities for their members.

- **Non coverage zip codes:**

Clark	
89029	There are 10 members with no access to Psychologists in this area. These members are now enrolled in FFS (Fee for Service).
89040	There is 1 member with no access to Psychologists in this area. This member is now enrolled in FFS.
89124	There are 8 members in this area with no access to Pediatrics. These members consist of 3 households. This area has a very low population density. Zip code 89124 has a population of 941 with 1 person/sqm.

Washoe	
89508	There are 32 members without access to Pediatrics in this area. These members consist of 20 households. This area has a very low population density. Zip code 89508 has a population of 8,544 with 73 people/sqm
89510	There are 28 members without access to Pediatrics in this area. These members consist of 16 households. There are 8 members without access to Pediatrics and PCP in this area. These members consist of 2 households. There is 1 member without access to PCP in this area. This area has a very low population density. Zip code 89510 has a population of 1,685, with 2 people/sqm.

HPN’s overall coverage in Clark county is 99.8% and 99.7% in Washoe County.

Analysis for Silver Summit

Silver Summit has complied with the PCP-Enrollee ratio of 1:1500 in the service areas. The table below shows the ratio of PCPs to enrollees in each are of service.

County	No. of PCPs	No. of Enrollees	PCPs per 1,500 Enrollees
Clark	551	45,621	18.12
Washoe	216	6,333	51.16
Statewide	767	51,954	22.14

The table below represents the Time and Distance of members who fall outside the Network standards as set forth in the contract. Silver Summit’s submission contains unduplicated members who fall outside the network standards in distance and travel time.

Specialty (Minutes/Miles)	Minutes/ Miles	Clark County			Washoe County		
		Providers	Minutes	Miles	Providers	Minutes	Miles
Psychiatrists	60/45	79	0	0	32	0	0
Psychologists	60/45	51	0	0	15	0	0
QMHP	60/45	531	0	0	75	0	0
Primary Care	30/20	551	0	5	216	2	27
Endocrinology	100/75	14	0	0	6	0	0
Infectious Diseases	100/75	26	0	0	8	0	0
Oncology – Medical/Surgical	60/45	58	0	0	15	0	0
Oncology – Radiation/Radiology	100/75	13	0	0	4	0	0
Pediatrics	30/20	257	2	8	50	32	53
Rheumatology	100/75	20	0	0	3	0	0
Hospitals	80/60	9	0	0	2	0	0
Outpatient Dialysis	80/60	20	0	0	4	0	0
TOTAL Physician Specialists		1,629			430		
Enrollees			45,621			6,333	

- Action Plan:** For the members that reside in the 89508 and 89510 zip code, Catholic Health Association (CHA) has recently opened a new location. Silver Summit is contracted with CHA, this will resolve the access issue for members in this area. Silver Summit Health Plan is also in the process of implementing Teledoc which is a web-based portal or app that members can access to gain access to medical care. Additionally, customer service is trained to assist members in finding a provider if they were to call for assistance. They would work with the member and coordinate with the Provider Relations team to find the closest providers. Silver Summit also offer a nurse line for afterhours assistance, if the members were to call this line, they would be able to direct

the members to a provider. Silver Summit will have customer service reach out to these members to see if they have any concerns or need to access care and will educate the members in the 89508 and 89510 zip codes of the new CHA location.

- **Issues for Non-Coverage:** Lack of Providers in these rural areas.
- **Transportation:** Silver Summit’s case management team would arrange transportation for the member if a provider is not available in the area.
- **Non-Coverage zip codes:**

Clark	
89124	<p>There are 15 members without access to PCP and Pediatrics in this area. These members consist of 7 households. There are 2 members in this category who are homeless.</p> <p>This area has very low population density. Zip code 89124 has a population of 941 with 1 person/sqm.</p>
Washoe	
89508	<p>There are 142 members without access to PCP and Pediatrics in this area. These members consist of 73 households. There is 1 member in this category who is homeless.</p> <p>This area has a very low population density. Zip code 89508 has a population of 8,544 with 73 people/sqm.</p>
89510	<p>There are 30 members without access to PCP and Pediatrics. These members consist of 15 households. There are 6 members in this category who are homeless.</p> <p>This area has a very low population density. Zip code 89510 has a population of 1,685, with 2 people/sqm.</p>

Silver Summits’ overall coverage is 99.7% in Clark County and 98.4% in Washoe County.

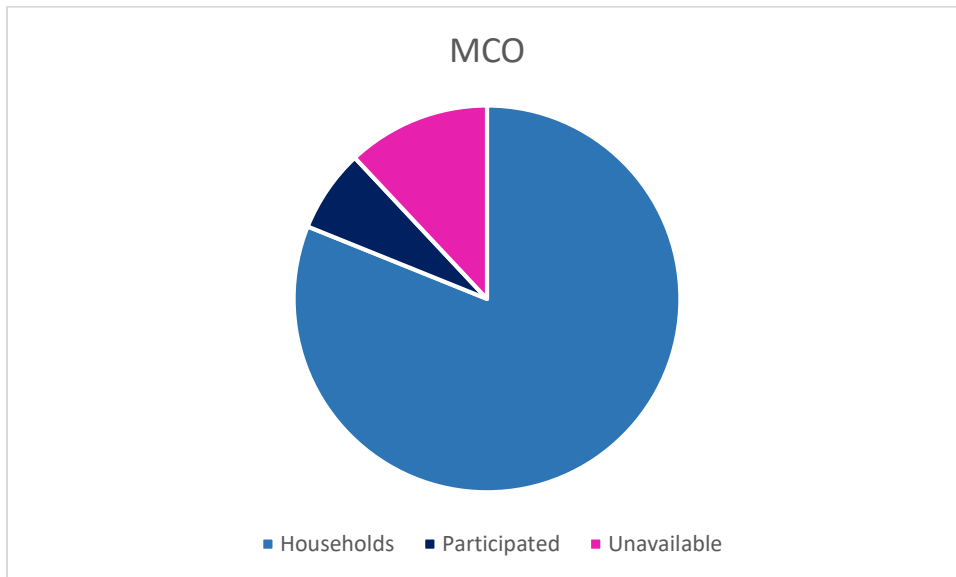
Survey

In addition to the quarterly Network Adequacy Reports received from the MCOs, the DHCFP requested the MCOs provide a detailed report to identify the members who fall outside the network adequacy standards.

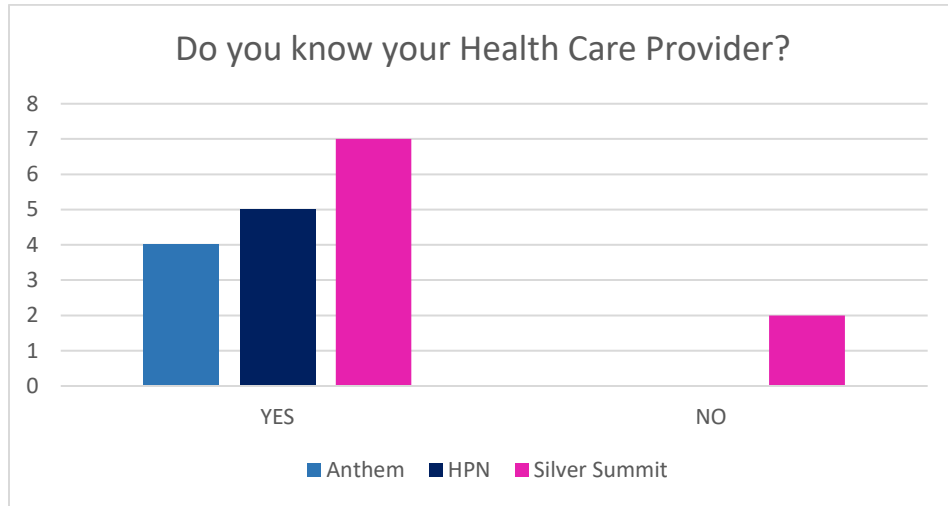
The DHCFP surveyed approximately 25% of households that are out of the network standard through random selection. Most of these are outside the pediatrician and PCP standard of 30 minutes/20 miles radius.

Anthem and HPN have 42 and 44 households that fall outside the standards respectively. Silver Summit has a total of 93 households that fall outside the Network Standard

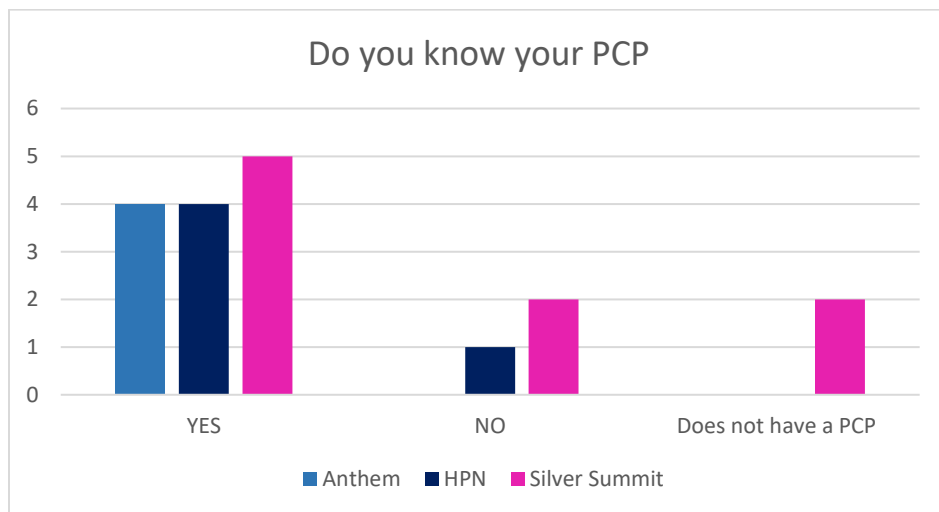
	Households	Participated	Unavailable
MCO	179	18	26



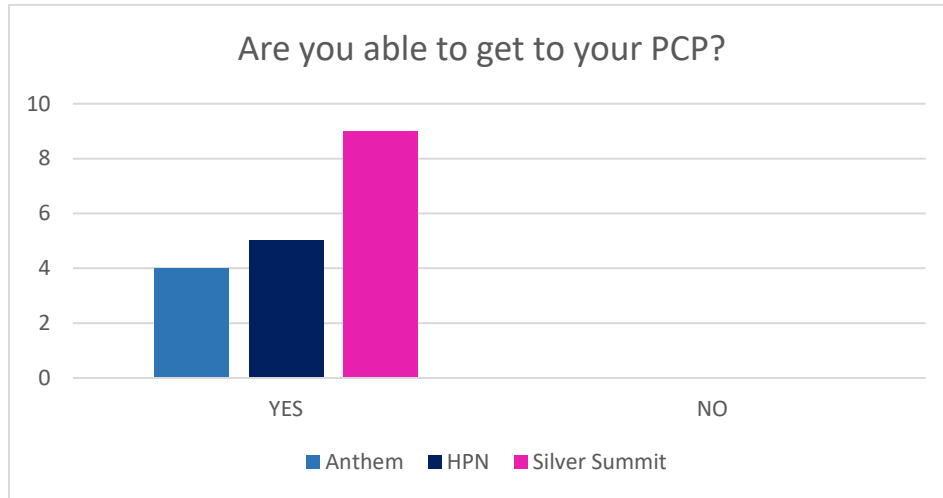
Do you know your Health Care Provider?			
	YES	NO	Unavailable
Anthem	4		6
HPN	5		6
Silver Summit	7	2	14



Do you know your PCP?			
	Anthem	HPN	Silver Summit
YES	4	4	5
NO		1	2
Does not have a PCP			2
Unavailable	6	6	14



Are you able to get to your PCP?			
	YES	NO	Unavailable
Anthem	4		6
HPN	5		6
Silver Summit	9		14



Can you estimate how long it takes to get to your PCP by car?*			
	Anthem	HPN	Silver Summit
< 20 mins		1	1
20-25 Mins	2	2	3
25-30 Mins		2	
30-45 Mins	1		1
>45 Mins	1		2

* all participants answered that they get to their PCP by using their own vehicle

