



**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

2020

Contents

Overview	2
Description of Clark County	2
Description of Washoe County	2
Network Assessment Approach	2
Provider to Member Ratio	2
Time and Distance Standards	2
Analysis for Anthem	3
Analysis for Clark County	4
Analysis for Washoe County	9
Analysis for HPN	11
Analysis for Clark County	12
Analysis for Washoe County	14
Analysis for SilverSummit Healthplan	16
Analysis for Clark County	17
Analysis for Washoe County	17
Summary	19
Coverage Summary	22
Sources	23

Overview

The Division of Health Care, Financing and Policy (DHCFP) submits this Assurance of Network Adequacy for the calendar year of 2020, 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.

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 urban Clark County and urban Washoe County in Nevada.

Description of Clark County

Clark County is in southern Nevada, covering an area of approximately 8,061 square miles. Clark is the nation's 11th-largest county and provides extensive regional services to more than 2.26 million residents as of July 1, 2019, according to the United States Census Bureau. It is by far the most populous county in Nevada, accounting for 7% of the state's land area but 86% of the state's population. Most residents of Clark County reside in the city of Las Vegas.

Description of Washoe County

Washoe County is in northwestern Nevada, covering an area of 6,542 square miles. According to the United States Census Bureau, the population was 471,519 as of July 1, 2019, making it Nevada's second-most populous county. Its county seat is the city of Reno, which makes up roughly 54% of the county's population.

Network Assessment Approach

DHCFP determines the sufficiency of the MCOs' network based upon an evaluation of the network provider data submitted in each MCO's quarterly Network Adequacy Report.

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) FTE PCP 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 managed care service areas. The table below shows the ratio of PCPs to enrollees in each are of service. Anthem calculates their ratios based on unique provider count and total number of enrollees.

County	No. of PCPs	No. of Enrollees	PCPs per 1,500 Enrollees
Clark	701	215,269	4.88
Washoe	255	30,183	12.67
Statewide	956	245,452	5.84

The table below represents the Time and Distance of members who fall outside the Network standards as set forth in the contract.

Provider Specialty Type	Clark County			Washoe County		
	# Unique Providers	# Members outside Access Standard	% Members within Access Standard	# Unique Providers	# Members outside Access Standard	% Members within Access Standard
Primary Care Physicians		30 Minutes / 20 Miles			30 Minutes / 20 Miles	
Primary Care Physicians (PCP)	701	56	99.97%	255	13	99.96%
Pediatric	141	56	99.97%	38	18	99.94%
Specialist		100 Minutes / 75 Miles			100 Minutes / 75 Miles	
Endocrinology	145	5	100.00%	42	0	100.00%
Infectious Diseases	0	5	100.00%	0	0	100.00%
Rheumatology	9	5	100.00%	3	0	100.00%
Oncology - Radiation/Radiology	29	5	100.00%	7	0	100.00%
Specialist		60 Minutes / 45 Miles			60 Minutes / 45 Miles	
Oncology - Medical/Surgical	59	20	99.99%	24	0	100.00%
Psychiatrist	225	20	99.99%	76	0	100.00%
Psychologist	72	7	100.00%	30	0	100.00%
Behavioral Health		60 Minutes / 45 Miles			60 Minutes / 45 Miles	
QMPH*	419	19	99.99%	116	0	100.00%
Hospital		60 Minutes / 45 Miles			60 Minutes / 45 Miles	
Hospital	18	12	99.99%	5	0	100.00%
Outpatient Dialysis	16	12	99.99%	7	0	100.00%

Analysis for Clark County

DHCFP analyzed the unique members that fall outside the standard per county zip code. The following tables indicate the number of members and the distance to the nearest providers in Clark County.

89018				
Provider Type	# of Members without Access	Average distance to nearest Provider	Average distance outside the standard	Population Density per square mile
PCP	6	35.4	15.4	86
Pediatrics	6	36.3	16.3	
Endocrinology	0	0.0	0.0	
Infectious Diseases	0	0.0	0.0	
Rheumatology	0	0.0	0.0	
Oncology - Radiation/Radiology	0	0.0	0.0	
Oncology - Medical/Surgical	0	0.0	0.0	
Psychiatrist	0	0.0	0.0	
Psychologist	0	0.0	0.0	
QMPH	0	0.0	0.0	
Hospital	0	0.0	0.0	
Outpatient Dialysis	0	0.0	0.0	
The above table represents 6 unique members from two households.89019				
Provider Type	# of Members without Access	Average distance to nearest Provider	Average distance outside the standard	Population Density per square mile
PCP	14	31.7	11.7	6
Pediatrics	14	34.6	14.6	
Endocrinology	0	0.0	0.0	
Infectious Diseases	0	0.0	0.0	
Rheumatology	0	0.0	0.0	
Oncology - Radiation/Radiology	0	0.0	0.0	
Oncology - Medical/Surgical	0	0.0	0.0	
Psychiatrist	0	0.0	0.0	
Psychologist	0	0.0	0.0	
QMPH	0	0.0	0.0	
Hospital	0	0.0	0.0	
Outpatient Dialysis	0	0.0	0.0	

The table above show 14 unique members from 6 households. This area has a very low population density.

ASSURANCE OF NETWORK ADEQUACY

89021				
Provider Type	# of Members without Access	Average distance to nearest Provider	Average distance outside the standard	Population Density per square mile
PCP	1	50.4	30.4	87
Pediatrics	1	51.9	31.9	
Endocrinology	0	0.0	0.0	
Infectious Diseases	0	0.0	0.0	
Rheumatology	0	0.0	0.0	
Oncology - Radiation/Radiology	0	0.0	0.0	
Oncology - Medical/Surgical	1	57.2	12.2	
Psychiatrist	1	51.5	6.5	
Psychologist	0	0.0	0.0	
QMPH	1	52.1	7.1	
Hospital	0	0.0	0.0	
Outpatient Dialysis	0	0.0	0.0	

This is for 1 unique member in this specific area.

89025				
Provider Type	# of Members without Access	Average distance to nearest Provider	Average distance outside the standard	Population Density per square mile
PCP	1	47.6	27.6	2
Pediatrics	1	49.5	29.5	
Endocrinology	0	0.0	0.0	
Infectious Diseases	0	0.0	0.0	
Rheumatology	0	0.0	0.0	
Oncology - Radiation/Radiology	0	0.0	0.0	
Oncology - Medical/Surgical	1	54.7	9.7	
Psychiatrist	1	48.4	3.4	
Psychologist	1	49.1	4.1	
QMPH	0	0.0	0.0	
Hospital	0	0.0	0.0	
Outpatient Dialysis	0	0.0	0.0	

This is for 1 unique member in this area. This area also has a very low population density.

ASSURANCE OF NETWORK ADEQUACY

89027				
Provider Type	# of Members without Access	Average distance to nearest Provider	Average distance outside the standard	Population Density per square mile
PCP	5	78.7	58.7	626
Pediatrics	5	80.0	60.0	
Endocrinology	5	80.5	5.5	
Infectious Diseases	5	84.3	9.3	
Rheumatology	5	81.7	6.7	
Oncology - Radiation/Radiology	5	80.9	5.9	
Oncology - Medical/Surgical	5	85.1	40.1	
Psychiatrist	5	79.9	34.9	
Psychologist	0	0.0	0.0	
QMPH	5	80.4	35.4	
Hospital	5	80.9	20.9	
Outpatient Dialysis	5	81.8	21.8	

The table above represents 5 unique members from 2 households.

89029				
Provider Type	# of Members without Access	Average distance to nearest Provider	Average distance outside the standard	Population Density per square mile
PCP	7	63.5	43.5	87
Pediatrics	7	71.7	51.7	
Endocrinology	0	0.0	0.0	
Infectious Diseases	0	0.0	0.0	
Rheumatology	0	0.0	0.0	
Oncology - Radiation/Radiology	0	0.0	0.0	
Oncology - Medical/Surgical	7	71.7	26.7	
Psychiatrist	7	70.4	25.4	
Psychologist	7	63.6	18.6	
QMPH	7	63.6	18.6	
Hospital	7	63.2	3.2	
Outpatient Dialysis	7	72.2	12.2	

This is for 7 unique members from 4 households.

ASSURANCE OF NETWORK ADEQUACY

89040				
Provider Type	# of Members without Access	Average distance to nearest Provider	Average distance outside the standard	Population Density per square mile
PCP	5	49.5	29.5	7
Pediatrics	5	50.8	30.8	
Endocrinology	0	0.0	0.0	
Infectious Diseases	0	0.0	0.0	
Rheumatology	0	0.0	0.0	
Oncology - Radiation/Radiology	0	0.0	0.0	
Oncology - Medical/Surgical	5	56.2	11.2	
Psychiatrist	5	50.8	5.8	
Psychologist	0	0.0	0.0	
QMPH	5	51.3	6.3	
Hospital	0	0.0	0.0	
Outpatient Dialysis	0	0.0	0.0	

This is for 5 unique members from 3 households. This specific zip code has a very low population density.

89046				
Provider Type	# of Members without Access	Average distance to nearest Provider	Average distance outside the standard	Population Density per square mile
PCP	1	38.4	18.4	0.4
Pediatrics	1	47.7	27.7	
Endocrinology	0	0.0	0.0	
Infectious Diseases	0	0.0	0.0	
Rheumatology	0	0.0	0.0	
Oncology - Radiation/Radiology	0	0.0	0.0	
Oncology - Medical/Surgical	1	48.4	3.4	
Psychiatrist	1	46.2	1.2	
Psychologist	0	0.0	0.0	
QMPH	0	0.0	0.0	
Hospital	0	0.0	0.0	
Outpatient Dialysis	0	0.0	0.0	

The above table represents 1 unique member. This area has an extreme low population density.

ASSURANCE OF NETWORK ADEQUACY

89070				
Provider Type	# of Members without Access	Average distance to nearest Provider	Average distance outside the standard	Population Density per square mile
PCP	1	28.7	8.7	no data
Pediatrics	1	27.8	7.8	
Endocrinology	0	0.0	0.0	
Infectious Diseases	0	0.0	0.0	
Rheumatology	0	0.0	0.0	
Oncology - Radiation/Radiology	0	0.0	0.0	
Oncology - Medical/Surgical	0	0.0	0.0	
Psychiatrist	0	0.0	0.0	
Psychologist	0	0.0	0.0	
QMPH	0	0.0	0.0	
Hospital	0	0.0	0.0	
Outpatient Dialysis	0	0.0	0.0	

This is for 1 unique member.

89124				
Provider Type	# of Members without Access	Average distance to nearest Provider	Average distance outside the standard	Population Density per square mile
PCP	15	21.6	1.6	1
Pediatrics	15	22.6	2.6	
Endocrinology	0	0.0	0.0	
Infectious Diseases	0	0.0	0.0	
Rheumatology	0	0.0	0.0	
Oncology - Radiation/Radiology	0	0.0	0.0	
Oncology - Medical/Surgical	0	0.0	0.0	
Psychiatrist	0	0.0	0.0	
Psychologist	0	0.0	0.0	
QMPH	0	0.0	0.0	
Hospital	0	0.0	0.0	
Outpatient Dialysis	0	0.0	0.0	

This is for 15 unique members from 8 households. This area has a very low population density.

Analysis for Washoe County

The following tables indicate the number of members and the distance to the nearest providers in Washoe County.

89442				
Provider Type	# of Members without Access	Average distance to nearest Provider	Average distance outside the standard	Population Density per square mile
PCP	1	28.6	8.6	7
Pediatrics	1	25.1	5.1	
Endocrinology	0	0.0	0.0	
Infectious Diseases	0	0.0	0.0	
Rheumatology	0	0.0	0.0	
Oncology - Radiation/Radiology	0	0.0	0.0	
Oncology - Medical/Surgical	0	0.0	0.0	
Psychiatrist	0	0.0	0.0	
Psychologist	0	0.0	0.0	
QMPH	0	0.0	0.0	
Hospital	0	0.0	0.0	
Outpatient Dialysis	0	0.0	0.0	

This for 1 unique member. This area has a very low population density.

89508				
Provider Type	# of Members without Access	Average distance to nearest Provider	Average distance outside the standard	Population Density per square mile
PCP	5	21.7	1.7	83
Pediatrics	10	25.5	5.5	
Endocrinology	0	0.0	0.0	
Infectious Diseases	0	0.0	0.0	
Rheumatology	0	0.0	0.0	
Oncology - Radiation/Radiology	0	0.0	0.0	
Oncology - Medical/Surgical	0	0.0	0.0	
Psychiatrist	0	0.0	0.0	
Psychologist	0	0.0	0.0	
QMPH	0	0.0	0.0	
Hospital	0	0.0	0.0	
Outpatient Dialysis	0	0.0	0.0	

PCP: This is for 5 unique members from 3 households.

Pediatrics: This for 10 unique members from 5 households.

ASSURANCE OF NETWORK ADEQUACY

89510				
Provider Type	# of Members without Access	Average distance to nearest Provider	Average distance outside the standard	Population Density per square mile
PCP	7	21.7	1.7	1
Pediatrics	7	23.7	3.7	
Endocrinology	0	0.0	0.0	
Infectious Diseases	0	0.0	0.0	
Rheumatology	0	0.0	0.0	
Oncology - Radiation/Radiology	0	0.0	0.0	
Oncology - Medical/Surgical	0	0.0	0.0	
Psychiatrist	0	0.0	0.0	
Psychologist	0	0.0	0.0	
QMPH	0	0.0	0.0	
Hospital	0	0.0	0.0	
Outpatient Dialysis	0	0.0	0.0	

PCP: This is for 7 unique members from 3 households.

Pediatrics: This is for 7 unique members from 3 households.

This area has a very low population density.

- **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.

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

Analysis for HPN

HPN has complied with the PCP-Enrollee ratio of 1:1500 in the managed care 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	274	251,409	1.63
Washoe	103	32,327	4.78
Statewide	377	283,736	1.99

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 PCPs as opposed to reviewing the provider’s Medicaid utilization.

Provider Specialty Type	# Unique Providers	Clark County		# Unique Providers	Washoe County	
		# Members outside Access Standard	% Members within Access Standard		# Members outside Access Standard	% Members within Access Standard
Primary Care Physicians		30 Minutes / 20 Miles			30 Minutes / 20 Miles	
Adult Primary Care Physicians	800	28	99.99%	252	67	99.79%
Pediatric Primary Care Physicians	231	16	99.99%	47	70	99.78%
Specialist		100 Minutes / 75 Miles			100 Minutes / 75 Miles	
Endocrinology	15	0	100.00%	2	0	100.00%
Infectious Diseases	17	0	100.00%	4	0	100.00%
Rheumatology	8	0	100.00%	6	0	100.00%
Oncology - Radiation/Radiology	20	0	100.00%	7	0	100.00%
Specialist		60 Minutes / 45 Miles			60 Minutes / 45 Miles	
Oncology - Medical/Surgical	56	0	100.00%	15	0	100.00%
Psychiatrist	307	0	100.00%	106	0	100.00%
Psychologist	43	0	100.00%	21	0	100.00%
Behavioral Health		60 Minutes / 45 Miles			60 Minutes / 45 Miles	
QMPH*	810	0	100.00%	215	0	100.00%
Hospital		60 Minutes / 45 Miles			60 Minutes / 45 Miles	
Hospital	14	0	100.00%	6	0	100.00%
Outpatient Dialysis	7	0	100.00%	4	0	100.00%

Analysis for Clark County

DHCFP analyzed the unique members that fall outside the standard per county zip code. The following tables indicate the number of members and the distance to the nearest providers in Clark County.

89122				
Provider Type	# of Members without Access	Average distance to nearest Provider	Average distance outside the standard	Population Density per square mile
PCP	0	0.0	0.0	5463
Pediatrics	1	20.8	0.8	
Endocrinology	0	0.0	0.0	
Infectious Diseases	0	0.0	0.0	
Rheumatology	0	0.0	0.0	
Oncology - Radiation/Radiology	0	0.0	0.0	
Oncology - Medical/Surgical	0	0.0	0.0	
Psychiatrist	0	0.0	0.0	
Psychologist	0	0.0	0.0	
QMPH	0	0.0	0.0	
Hospital	0	0.0	0.0	
Outpatient Dialysis	0	0.0	0.0	

The above table represents 1 unique member, that is 0.8 miles outside the standard range.

ASSURANCE OF NETWORK ADEQUACY

89124				
Provider Type	# of Members without Access	Average distance to nearest Provider	Average distance outside the standard	Population Density per square mile
PCP	28	22.3	2.3	1
Pediatrics	16	13.2	1.7	
Endocrinology	0	0.0	0.0	
Infectious Diseases	0	0.0	0.0	
Rheumatology	0	0.0	0.0	
Oncology - Radiation/Radiology	0	0.0	0.0	
Oncology - Medical/Surgical	0	0.0	0.0	
Psychiatrist	0	0.0	0.0	
Psychologist	0	0.0	0.0	
QMPH	0	0.0	0.0	
Hospital	0	0.0	0.0	
Outpatient Dialysis	0	0.0	0.0	

PCP: Ten unique members are from a rehabilitation facility in the area during the time of reporting. Sixteen unique members are from 12 households. Two unique members are homeless.
 Pediatrics: Fourteen unique members are from 8 households.
 This area has a very low population density.

Analysis for Washoe County

DHCFP analyzed the unique members that fall outside the standard per county zip code. The following tables indicate the number of members and the distance to the nearest providers in Washoe County.

89508				
Provider Type	# of Members without Access	Average distance to nearest Provider	Average distance outside the standard	Population Density per square mile
PCP	58	22.2	2.2	83
Pediatrics	30	23.4	3.4	
Endocrinology	0	0.0	0.0	
Infectious Diseases	0	0.0	0.0	
Rheumatology	0	0.0	0.0	
Oncology - Radiation/Radiology	0	0.0	0.0	
Oncology - Medical/Surgical	0	0.0	0.0	
Psychiatrist	0	0.0	0.0	
Psychologist	0	0.0	0.0	
QMPH	0	0.0	0.0	
Hospital	0	0.0	0.0	
Outpatient Dialysis	0	0.0	0.0	

PCP: There are 58 unique members from 49 households

Pediatrics: There are 30 unique members from 19 households.

89510				
Provider Type	# of Members without Access	Average distance to nearest Provider	Average distance outside the standard	Population Density per square mile
PCP	9	26.9	6.9	1
Pediatrics	40	24.2	4.2	
Endocrinology	0	0.0	0.0	
Infectious Diseases	0	0.0	0.0	
Rheumatology	0	0.0	0.0	
Oncology - Radiation/Radiology	0	0.0	0.0	
Oncology - Medical/Surgical	0	0.0	0.0	
Psychiatrist	0	0.0	0.0	
Psychologist	0	0.0	0.0	
QMPH	0	0.0	0.0	
Hospital	0	0.0	0.0	
Outpatient Dialysis	0	0.0	0.0	

The previous table represent 9 unique members from 7 households do fall outside the access standard for PCPs. There are 40 unique members from 15 households that fall outside the access standard for Pediatrics. This area also has a very low population density.

- **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.

Analysis for SilverSummit Healthplan

SilverSummit has complied with the PCP-Enrollee ratio of 1:1500 in the managed care service areas. The table below shows the ratio of PCPs to enrollees in each are of service. The provider ratios are calculated based on total number of enrollees and unique provider counts.

County	No. of PCPs	No. of Enrollees	PCPs per 1,500 Enrollees
Clark	773	61,564	18.83
Washoe	219	8,072	40.70
Statewide	992	69,642	21.37

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

Provider Specialty Type	# Unique Providers	Clark County		# Unique Providers	Washoe County	
		# Members outside Access Standard	% Members within Access Standard		# Members outside Access Standard	% Members within Access Standard
Primary Care Physicians		30 Minutes / 20 Miles			30 Minutes / 20 Miles	
Adult Primary Care Physicians	579	7	99.99%	162	33	99.59%
Pediatric Primary Care Physicians	287	10	99.98%	42	37	99.54%
Specialist		100 Minutes / 75 Miles			100 Minutes / 75 Miles	
Endocrinology	15	0	100.00%	5	0	100.00%
Infectious Diseases	17	0	100.00%	6	0	100.00%
Rheumatology	10	0	100.00%	3	0	100.00%
Oncology - Radiation/Radiology	20	0	100.00%	1	0	100.00%
Specialist		60 Minutes / 45 Miles			60 Minutes / 45 Miles	
Oncology - Medical/Surgical	61	0	100.00%	16	0	100.00%
Psychiatrist	95	0	100.00%	34	0	100.00%
Psychologist	51	0	100.00%	18	0	100.00%
Behavioral Health		60 Minutes / 45 Miles			60 Minutes / 45 Miles	
QMPH*	477	0	100.00%	80	0	100.00%
Hospital		60 Minutes / 45 Miles			60 Minutes / 45 Miles	
Hospital	14	0	100.00%	4	0	100.00%
Outpatient Dialysis	19	0	100.00%	4	0	100.00%

Analysis for Clark County

DHCFP analyzed the unique members that fall outside the standard per county zip code. The following tables indicate the number of members and the distance to the nearest providers in Clark County.

89124				
Provider Type	# of Members without Access	Average distance to nearest Provider	Average distance outside the standard	Population Density per square mile
PCP	7	N/A	N/A	1
Pediatrics	10	N/A	N/A	
Endocrinology	0	0.0	0.0	
Infectious Diseases	0	0.0	0.0	
Rheumatology	0	0.0	0.0	
Oncology - Radiation/Radiology	0	0.0	0.0	
Oncology - Medical/Surgical	0	0.0	0.0	
Psychiatrist	0	0.0	0.0	
Psychologist	0	0.0	0.0	
QMPH	0	0.0	0.0	
Hospital	0	0.0	0.0	
Outpatient Dialysis	0	0.0	0.0	

At the time of the reporting period, SilverSummit was unable to provide the distance of the members that fall outside the standard to the nearest PCP or Pediatrician. The total unique numbers of members without access to a PCP and/or Pediatrics listed above consist out of 8 households.

Analysis for Washoe County

SilverSummit was unable to provide the exact number of unique members in Washoe County. However, they provided a list of all their members that fall outside the standard access in Washoe County. The members all reside in zip codes 89508 and 89510.

Zipcode 89510 has a very low population density of 1 person per square mile. Zipcode 89508 has a population density of 83 persons per square mile.

- Action Plan:** For the members that reside in the 89508 and 89510 zip code, Catholic Health Association (CHA) has recently opened a new location. SilverSummit is contracted with CHA, this will resolve the access issue for members in this area. SilverSummit Health Plan is also in the process of implementing Teledoc which is a web-based portal or app that members can use 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. SilverSummit also offers 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. SilverSummit 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.

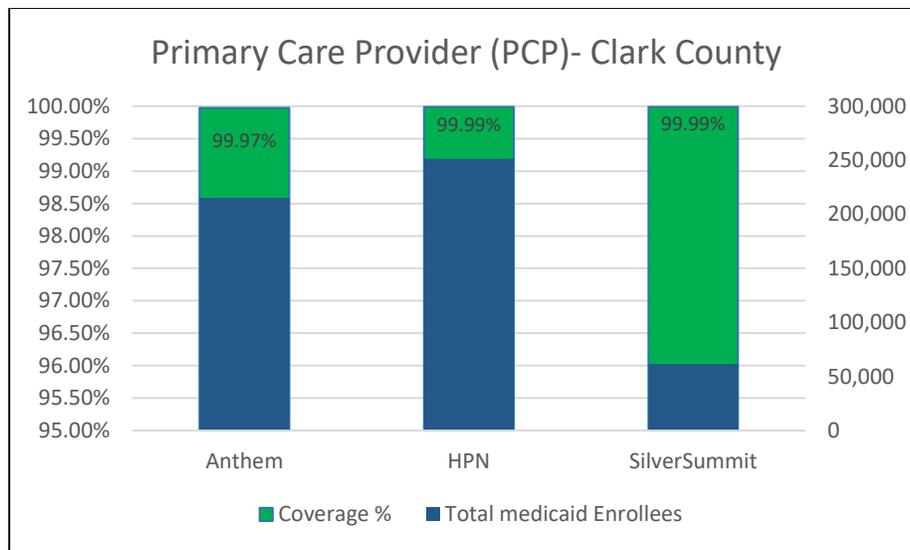
- **Issues for Non-Coverage:** Lack of Providers in these rural areas.
- **Transportation:** SilverSummit's case management team would arrange transportation for the member if a provider is not available in the area. SilverSummit works directly with MTM to schedule transportation for the members that need transportation assistance. If MTM is unavailable to accommodate transport in a timely fashion, SilverSummit work with Modiv (Rideshare) to ensure its members have transportation to and/or from their local appointments. SilverSummit also offers a third and last option by distributing bus passes [to their members](#).

Summary

Anthem, HPN and SilverSummit submitted data coverage for PCPs and Pediatrics. Below are charts to see the MCOs coverage in Clark and Washoe Counties.

PCP – Clark County

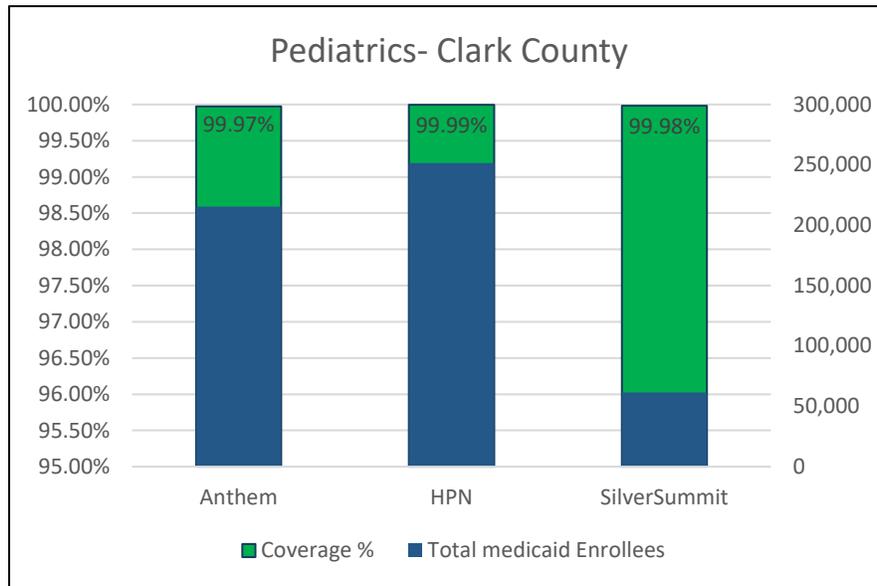
MCO	Total Medicaid Enrollees	Coverage %	Outside Access Standard
Anthem	215,269	99.97%	56
HPN	251,409	99.99%	28
SilverSummit	61,564	99.99%	7



Anthem, HPN and SilverSummit have an overall PCP coverage of 99.97%, 99.99% and 99.99% respectively in Clark County.

Pediatrics - Clark County

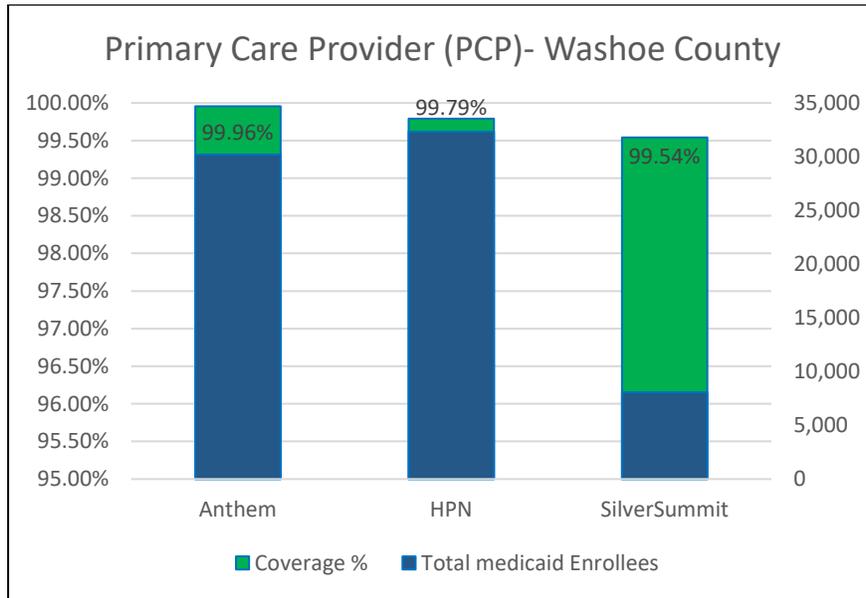
MCO	Total Medicaid Enrollees	Coverage %	Outside Access Standard
Anthem	215,269	99.97%	56
HPN	251,409	99.99%	16
SilverSummit	61,564	99.98%	10



Anthem, HPN and SilverSummit have an overall Pediatrics coverage of 99.97%, 99.99% and 99.98% respectively in Clark County.

PCP - Washoe County

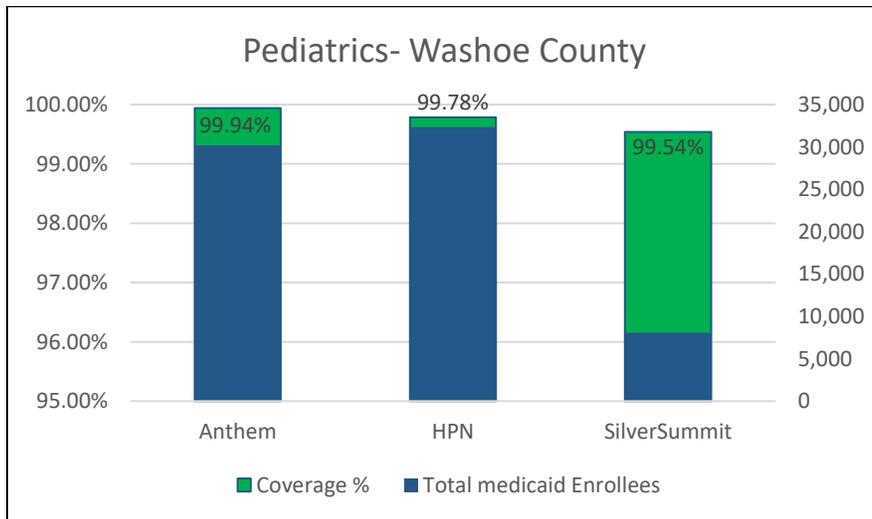
MCO	Total Medicaid Enrollees	Coverage %	Outside Access Standard
Anthem	30,183	99.96%	13
HPN	32,327	99.79%	67
SilverSummit	8,072	99.54%	37



Anthem, HPN and SilverSummit have an overall PCP coverage of 99.96%, 99.79% and 99.54% respectively in Washoe County.

Pediatrics – Washoe County

MCO	Total Medicaid Enrollees	Coverage %	Outside Access Standard
Anthem	30,183	99.94%	18
HPN	32,327	99.78%	70
SilverSummit	8,072	99.54%	37



Anthem, HPN and SilverSummit have an overall Pediatric coverage of 99.94%, 99.78% and 99.54% respectively in Washoe County.

Coverage Summary

HPN and SilverSummit have a 100% coverage in Clark and Washoe counties for all other provider types (QMHP, Endocrinology, Infectious Diseases, Oncology, Rheumatology, Hospitals and Outpatient Dialysis) listed in the Network Adequacy Standards.

Anthem shows 99.99% and above coverage in Clark and Washoe counties for all other provider types (QMHP, Endocrinology, Infectious Diseases, Oncology, Rheumatology, Hospitals and Outpatient Dialysis) listed in the Network Adequacy Standards.

Sources

https://www.nevada-demographics.com/zip_codes_by_population

<https://www.unitedstateszipcodes.org/>

<https://www.census.gov/quickfacts/NV>

<https://www.census.gov/quickfacts/washoecountynevada>

<https://www.census.gov/quickfacts/clarkcountynevada>