

Network Adequacy 2021



**Nevada Department of
Health and Human Services**

Helping People
It's who we are and what we do.

Division of Health Care, Financing and Policy
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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 2021, 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 of urban and rural areas. Clark is the nation's 11th-largest county and provides extensive regional services to more than 2.29 million residents as of July 1, 2021, 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 73% 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 of urban and rural areas. According to the United States Census Bureau, the population was 493,392 as of July 1, 2021, 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. DHCFP requests the MCOs to report the following provider types for Network Adequacy assurance: Endocrinologist; Infectious Disease Specialist; Oncologist (Medical/Radiology); Hospitals; Outpatient Dialysis; Pediatrician; Primary Care Provider (PCP), Psychiatrist; Psychologist; Qualified Mental Health Professional (QMHP); and Rheumatologist.

Provider to Member Ratio

In accordance with the MCOs' contractual requirements, the MCOs must have at least one (1) full time equivalent (FTE) PCP for every one thousand five hundred (1,500) members per service area. If the 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) members per service area.

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.

Anthem Blue Cross Blue Shield Healthcare Solutions

Anthem is one (1) of the three (3) contracted MCOs with the State of Nevada. Anthem was in contract with the State of Nevada for the duration of the contract period beginning July 1, 2017 through December 31, 2021. In December 2021, Anthem’s total Medicaid membership was 275,618 which is 42% percent of the total Medicaid Managed Care population in Nevada.

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 area of service. Anthem calculates their ratios based on unique provider count and total number of enrollees. This total includes Adult and Pediatric Primary Physicians.

County	No. of PCPs	No. of Enrollees	PCPs per 1,500 Enrollees
Clark	994,858	241,602	5.33
Washoe	496	34,016	20.11
Statewide	1,314	275,618	7.15

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 (PCP)		30 Minutes / 20 Miles			30 Minutes / 20 Miles	
Adult Primary Care Physicians	858	15	99.99%	456	45	99.87%
Pediatric Primary Care Physicians	136	19	99.99%	40	62	99.81%
Specialist		100 Minutes / 75 Miles			100 Minutes / 75 Miles	
Endocrinology	139	3	100%	47	0	100%
Infectious Diseases	28	3	100%	13	0	100%
Rheumatology	10	3	100%	2	0	100%
Oncology - Radiation/Radiology	32	3	100%	14	0	100%
Specialist		60 Minutes / 45 Miles			60 Minutes / 45 Miles	
Oncology - Medical/Surgical	62	15	99.99%	29	1	100%
Psychiatrist	260	1	100%	89	0	100%
Psychologist	86	3	100%	41	1	100%
Behavioral Health (QMHP)*		60 Minutes / 45 Miles			60 Minutes / 45 Miles	
	560	15	100%	136	0	100%
Hospital		60 Minutes / 45 Miles			60 Minutes / 45 Miles	
Hospital	22	5	100%	4	0	100%
Outpatient Dialysis	17	5	100%	7	0	100%

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	1	36.1	16.1	18
Pediatrics	1	37.0	17.0	
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	
QMHP	0	0.0	0.0	
Hospital	0	0.0	0.0	
Outpatient Dialysis	0	0.0	0.0	

The table above for zip code 89018 shows that there is one (1) member that is not within the Nevada Network Adequacy standard to having access to a PCP and Pediatrician.

89021				
Provider Type	# of Members without Access	Average distance to nearest Provider	Average distance outside the standard	Population Density per square mile
PCP	4	33.6	13.6	88
Pediatrics	4	49.2	29.2	
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	4	57.4	12.4	
Psychiatrist	0	51.5	6.5	
Psychologist	0	0.0	0.0	
QMHP	4	50.7	5.7	
Hospital	0	0.0	0.0	
Outpatient Dialysis	0	0.0	0.0	

The table above for zip code 89021 shows that there are four (4) unique members from four (4) distinct households that are not within the Nevada Network Adequacy standard to having access to a PCP; Pediatrician; Medical Oncologist and QMHP.

ASSURANCE OF NETWORK ADEQUACY

89025				
Provider Type	# of Members without Access	Average distance to nearest Provider	Average distance outside the standard	Population Density per square mile
PCP	5	35.8	15.8	2
Pediatrics	5	48.3	28.3	
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	5	50.1	5.1	
Psychiatrist	0	0.0	0.0	
Psychologist	0	0.0	0.0	
QMHP	0	0.0	0.0	
Hospital	0	0.0	0.0	
Outpatient Dialysis	0	0.0	0.0	

The table above for zip code 89025 shows that there are five (5) unique members that are not within the Nevada Network Adequacy Standard to having access to PCP; Pediatrician; and Medical Oncologist. These five (5) unique members belong to one (1) household.

89027				
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	694
Pediatrics	2	75.2	55.2	
Endocrinology	2	77.6	2.6	
Infectious Diseases	2	82.6	7.6	
Rheumatology	2	78.9	3.9	
Oncology - Radiation/Radiology	2	79.6	4.6	
Oncology - Medical/Surgical	2	82.5	37.5	
Psychiatrist	0	0.0	0.0	
Psychologist	0	0.0	0.0	
QMHP	2	72.0	27.0	
Hospital	2	78.6	33.6	
Outpatient Dialysis	2	79.6	34.6	

The table above for zip code 89027 shows that there are two (2) unique members that are not within the Nevada Network Adequacy Standard to having access to Pediatrician; Endocrinologist; Infectious Disease Specialist; Rheumatology; Radiation and Medical Oncology; QMHP; Hospitals; and Outpatient Dialysis. These two (2) unique members belong to two (2) distinct households.

ASSURANCE OF NETWORK ADEQUACY

89029				
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	92
Pediatrics	2	67.5	47.5	
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	2	70.4	25.4	
Psychiatrist	0	0.0	0.0	
Psychologist	2	61.7	16.7	
QMHP	2	61.7	16.7	
Hospital	2	61.3	16.3	
Outpatient Dialysis	2	69.2	24.2	

The table above for zip code 89029 shows that there are two (2) unique members that are not within the Nevada Network Adequacy Standard to having access to Pediatrician; Medical Oncologist; Psychologist; QMHP; Hospitals; and Outpatient Dialysis. These two (2) unique members belong to one (1) household.

89040				
Provider Type	# of Members without Access	Average distance to nearest Provider	Average distance outside the standard	Population Density per square mile
PCP	1	35.1	15.1	12
Pediatrics	1	48.1	28.1	
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	1	56.0	11.0	
Psychiatrist	0	0.0	5.8	
Psychologist	0	0.0	0.0	
QMHP	1	49.5	4.5	
Hospital	0	0.0	0.0	
Outpatient Dialysis	0	0.0	0.0	

The table above for zip code 89040 shows that there is one (1) member that is not within the Nevada Network Adequacy Standard to having access to PCP; Pediatrician; Medical Oncologist; and QMHP.

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	2	26.3	6.3	193
Pediatrics	2	29.9	9.9	
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	0	0.0	0.0	
Psychiatrist	0	0.0	0.0	
Psychologist	0	0.0	0.0	
QMHP	0	0.0	0.0	
Hospital	0	0.0	0.0	
Outpatient Dialysis	0	0.0	0.0	

The table above for zip code 89124 shows that there are two (2) unique members that are not within the Nevada Network Adequacy Standard to having access to PCP and Pediatrician. The two (2) members that do not have access to a PCP belong to one household. The two (2) members that do not have access to a Pediatrician are from one (1) distinct household.

ASSURANCE OF NETWORK ADEQUACY

Analysis for Washoe County

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

89503				
Provider Type	# of Members without Access	Average distance to nearest Provider	Average distance outside the standard	Population Density per square mile
PCP	2	20.1	0.1	4,298
Pediatrics	2	20.1	0.1	
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	
QMHP	0	0.0	0.0	
Hospital	0	0.0	0.0	
Outpatient Dialysis	0	0.0	0.0	

The table for zip code 89503 shows that there are two (2) unique members in the same household that are not within the Nevada Network Adequacy Standard to having access to a Pediatrician and a PCP. The average distance outside the standard is just slightly over the standard of twenty (20) miles.

89508				
Provider Type	# of Members without Access	Average distance to nearest Provider	Average distance outside the standard	Population Density per square mile
PCP	19	21.4	1.4	64
Pediatrics	27	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	
QMHP	0	0.0	0.0	
Hospital	0	0.0	0.0	
Outpatient Dialysis	0	0.0	0.0	

The table for zip code 89508 shows that there are nineteen (19) unique members that are not within the Nevada Network Adequacy Standard to having access to a PCP. These nineteen (19) members are from eleven (11) distinct households. The average distance outside the Pediatric standard is just slightly over the standard of twenty (20) miles. There are twenty-seven (27) unique members that are not within the Nevada Network Adequacy Standard to having access to a Pediatrician. These twenty-seven (27) members are from fifteen (15) distinct households.

89510				
Provider Type	# of Members without Access	Average distance to nearest Provider	Average distance outside the standard	Population Density per square mile
PCP	24	28.2	8.2	2
Pediatrics	33	26.9	6.9	
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	46.0	1.0	
Psychiatrist	0	0.0	0.0	
Psychologist	1	45.9	0.9	
QMHP	0	0.0	0.0	
Hospital	0	0.0	0.0	
Outpatient Dialysis	0	0.0	0.0	

The table above for zip code 89510 shows that there are twenty-four (24) unique members that are not within the Nevada Network Adequacy Standard to having access to a PCP. These twenty-four (24) members are from eleven (11) distinct households. There are thirty-three (33) unique members that are not within the Nevada Network Adequacy Standard to having access to a Pediatrician. These thirty-three (33) members are from thirteen (13) distinct households. There is one (1) member that is not within the Nevada Network Adequacy Standard to having access to a Surgical Oncologist and to a Psychologist.

- Action Plan:** Anthem’s Quality Management team contact its members via the phone number they have on file to ensure that the members are aware of the time and distance between them and their providers and seeks to help the member find a closer provider if available in the member’s area, and if the member has any concerns. If the phone attempts are unsuccessful, a letter is mailed to the address on file. In addition to this method, Anthem is looking at outreaching to members by other methods such as text messaging.

Anthem offers telehealth to its members that fall outside the time/distance standard. Anthem offers phones through the SafeLink program. Members enrolled in Case Management who access a SafeLink phone receive 8.5 GB plan with unlimited talk and text.

- **Issues for Non-coverage:** Lack of providers in these rural areas. Anthem is always looking to expand their network to new providers especially in rural areas if they are available and participating with State Medicaid.
- **Transportation:** Anthem Medicaid members utilize MTM¹ for non-emergent transportation. Anthem partners with Lyft to help members with access to services outside of the normal transportation that MTM provides for appointments. Anthem also provide their members with options to bus passes; a \$50 Uber or gas card for parents with children under the age of five.

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

Health Plan of Nevada (HPN)

HPN is one of the three (3) contracted MCOs with the State of Nevada. HPN was in contract with the State of Nevada for the duration of the contract period beginning July 1, 2017 through December 31, 2021. In December 2021, HPN’s total Medicaid membership was 295,652 which is 46% percent of the total Medicaid Managed Care population in Nevada.

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. The table below shows the ratio of PCPs to enrollees in each are of service. This total includes Adult and Pediatric Primary Physicians.

County	No. of PCPs	No. of Enrollees	PCPs per 1,500 Enrollees
Clark	3,215	262,540	2.35
Washoe	1,681	33,112	9.14
Statewide	4,974	295,652	3.11

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 claims utilization.

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	
Adult Primary Care Physicians	2565	9	100%	1522	12	99.99%
Pediatric Primary Care Physicians	650	5	100%	159	26	99.93%
Specialist		100 Minutes / 75 Miles			100 Minutes / 75 Miles	
Endocrinology	40	0	100%	12	0	100%
Infectious Diseases	61	0	100%	17	0	100%
Rheumatology	20	0	100%	9	0	100%
Oncology - Radiation/Radiology	44	0	100%	13	0	100%
Specialist		60 Minutes / 45 Miles			60 Minutes / 45 Miles	
Oncology - Medical/Surgical	93	0	100%	56	0	100%
Psychiatrist	432	0	100%	190	0	100%
Psychologist	61	0	100%	48	0	100%
Behavioral Health		60 Minutes / 45 Miles			60 Minutes / 45 Miles	
QMHP*	1098	0	100%	478	0	100%
Hospital		60 Minutes / 45 Miles			60 Minutes / 45 Miles	
Hospital	14	0	100%	4	0	100%
Outpatient Dialysis	12	0	100%	5	0	100%

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	9	25.5	5.5	193
Pediatrics	5	23.8	3.8	
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	
QMHP	0	0.0	0.0	
Hospital	0	0.0	0.0	
Outpatient Dialysis	0	0.0	0.0	

*in minutes

The previous table for zip code 89124 shows that there are nine (9) unique members that are not within the Nevada Network Adequacy Standard to having access to a PCP. These 9 (nine) members are from 7 (seven) distinct households. There are 5 (five) unique members from 4 (four) distinct households that are not within the Nevada Network Adequacy Standard to having access to a Pediatrician.

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 average 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	8	20.4	0.4	89
Pediatrics	24	21.4	1.4	
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	
QMHP	0	0.0	0.0	
Hospital	0	0.0	0.0	
Outpatient Dialysis	0	0.0	0.0	

The table above for zip code 89508 shows that there are eight (8) unique members that are not within the Nevada Network Adequacy Standard to having access to a PCP. These eight (members) are from eight (8) distinct households. The average distance outside the PCP standard is just slightly over the standard of twenty (20) miles. There are twenty-four (24) members from twenty-two (22) distinct households that reside 1.4 miles above the standard distance of 20 miles to the nearest Pediatrician.

89510				
Provider Type	# of Members without Access	Average distance to nearest Provider	Average distance outside the standard	Population Density per square mile
PCP	4	26.3	6.3	2
Pediatrics	2	24.7	4.7	
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	
QMHP	0	0.0	0.0	
Hospital	0	0.0	0.0	
Outpatient Dialysis	0	0.0	0.0	

The table for zip code 89510 shows that there are four (4) unique members that are not within the Nevada Network Adequacy Standard to having access to a PCP. These four (4) members reside an average of 6.3 miles above the standard distance of 20 miles to the nearest PCP. There are two (2) unique members that are not within the Nevada Network Adequacy Standard to having access to the nearest Pediatrician.

- **Action Plan:** All HPN members have the opportunity to receive care via Telehealth. Many contracted providers have the ability to provide services remotely.

If the members do not have a phone, Community Health Workers (CHW) and Behavioral Health Case Managers meet with members in person and facilitate telehealth visits. HPN works with their providers, outreach partners and trusted community centers, and faith-based organizations to assist with their members’ needs. HPN also assists the members in getting free phones and provides education and assistance around accessing telehealth.

- **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. HPN provides bus passes in addition to having contracts with Lyft and Uber which the members can take advantage of these services.

SilverSummit Healthplan

SilverSummit is one of the three contracted MCOs with the State of Nevada. SilverSummit was in contract with the State of Nevada for the duration of the contract period beginning July 1, 2017 through December 31, 2021. In December 2021, SilverSummit’s total Medicaid membership was 83,329 which is 12% percent of the total Medicaid Managed Care population in Nevada.

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 area of service. The provider ratios are calculated based on total number of enrollees and unique provider counts. This total includes Adult and Pediatric Primary Physicians.

County	No. of PCPs	No. of Enrollees	PCPs per 1,500 Enrollees
Clark	950	73,577	17.23
Washoe	218	9,767	29.84
Statewide	1,168	83,329	18.70

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	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	
Adult Primary Care Physicians	654	9	99.99%	171	8	99.66%
Pediatric Primary Care Physicians	296	5	99.99%	47	24	99.62%
Specialist		100 Minutes / 75 Miles			100 Minutes / 75 Miles	
Endocrinology	16	0	100%	2	0	100%
Infectious Diseases	21	0	100%	2	0	100%
Rheumatology	9	0	100%	2	0	100%
Oncology - Radiation/Radiology	19	0	100%	4	0	100%
Specialist		60 Minutes / 45 Miles			60 Minutes / 45 Miles	
Oncology - Medical/Surgical	53	0	100%	11	2	100%
Psychiatrist	97	0	100%	22	0	100%
Psychologist	61	0	100%	17	0	100%
Behavioral Health		60 Minutes / 45 Miles			60 Minutes / 45 Miles	
QMHP*	569	0	100%	83	0	100%
Hospital		60 Minutes / 45 Miles			60 Minutes / 45 Miles	
Hospital	13	0	100%	2	0	100%
Outpatient Dialysis	21	0	100%	4	0	100%

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	9	25.9	5.9	193
Pediatrics	5	23.8	3.8	
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	
QMHP	0	0.0	0.0	
Hospital	0	0.0	0.0	
Outpatient Dialysis	0	0.0	0.0	

The table for zip code 89124 shows that there are nine (9) unique members from (five) 5 households that are not within the Nevada Network Adequacy Standard to having access to a PCP. These nine (9) members reside on average 5.9 miles above the standard distance of 20 miles to the nearest PCP. There are five (5) unique members from four (4) households that reside on average 3.8 miles above the standard distance of 20 miles to the nearest Pediatrician.

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 average 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	8	20.4	0.4	89
Pediatrics	24	21.4	1.4	
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	
QMHP	0	0.0	0.0	
Hospital	0	0.0	0.0	
Outpatient Dialysis	0	0.0	0.0	

The table for zip code 89508 shows that there are eight (8) unique members from eight (8) households that are not within the Nevada Network Adequacy Standard to having access to a PCP. These eight (8) members reside on average 0.4 miles above the standard distance of 20 miles to the nearest PCP. There are twenty-four (24) unique members from twenty-two (22) households that reside on average 1.4 miles above the standard distance of 20 miles to the nearest Pediatrician.

89510				
Provider Type	# of Members without Access	Average distance to nearest Provider	Average distance outside the standard	Population Density per square mile
PCP	4	26.3	6.3	2
Pediatrics	2	24.7	4.7	
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	
QMHP	0	0.0	0.0	
Hospital	0	0.0	0.0	
Outpatient Dialysis	0	0.0	0.0	

The table for zip code 89510 shows that there are four (4) unique members from four (4) households that are not within the Nevada Network Adequacy Standard to having access to a PCP. These four (4) members reside on average 6.3 miles above the standard distance of 20 miles to the nearest PCP. There are two (2) unique members from two (2) households that reside on average 4.7 miles above the standard distance of 20 miles to the nearest Pediatrician.

- **Action Plan:** All SilverSummit members receive a mailer from Babylon Health, SilverSummit's telehealth provider, on how to access care through them. For members that do not have access to a smart phone, they can access these telehealth services through SilverSummit's Behavioral Health Resource Center. SilverSummit also signs their members up for free phones through SafeLink. The members are also informed of their telehealth options through the provider network.

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.

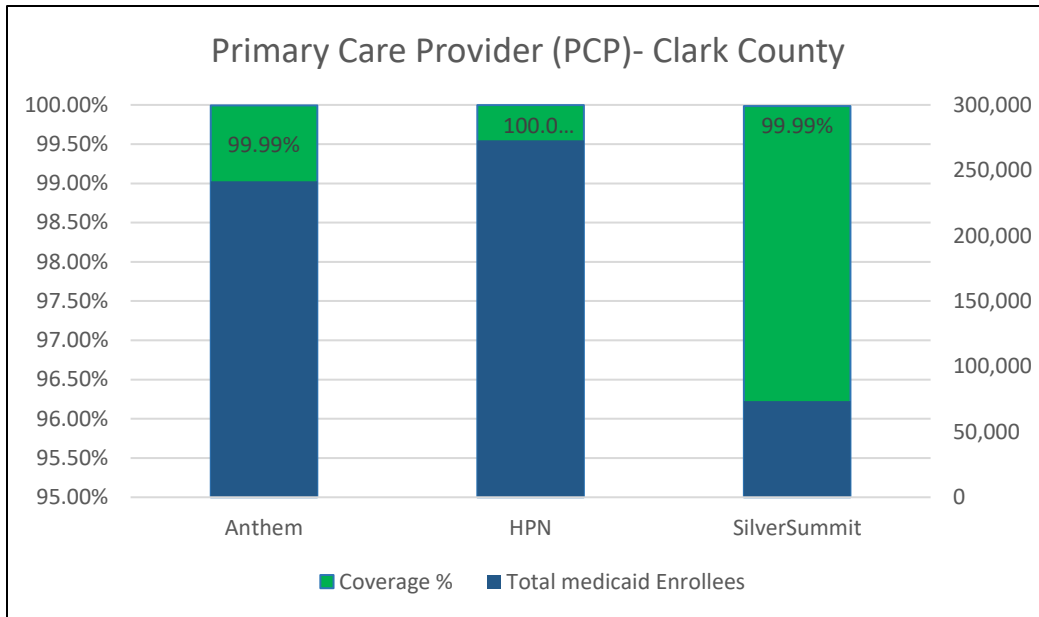
- **Issues for Non-Coverage:** Lack of Providers in these rural areas.
- **Transportation:** SilverSummit's case management team would arrange transportation for the member if a provider is not available in the area. SilverSummit works directly with MTM to schedule options through transportation for the members that need transportation assistance. SilverSummit also has their own transportation Value Added Benefit (VAB) that their members can use for both clinical and non-clinical services. Their VAB transportation benefit is easily accessed through their customer service team, their CHW or through their contracted providers. SilverSummit also offers a third and last option by distributing bus passes to their members.

Coverage

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

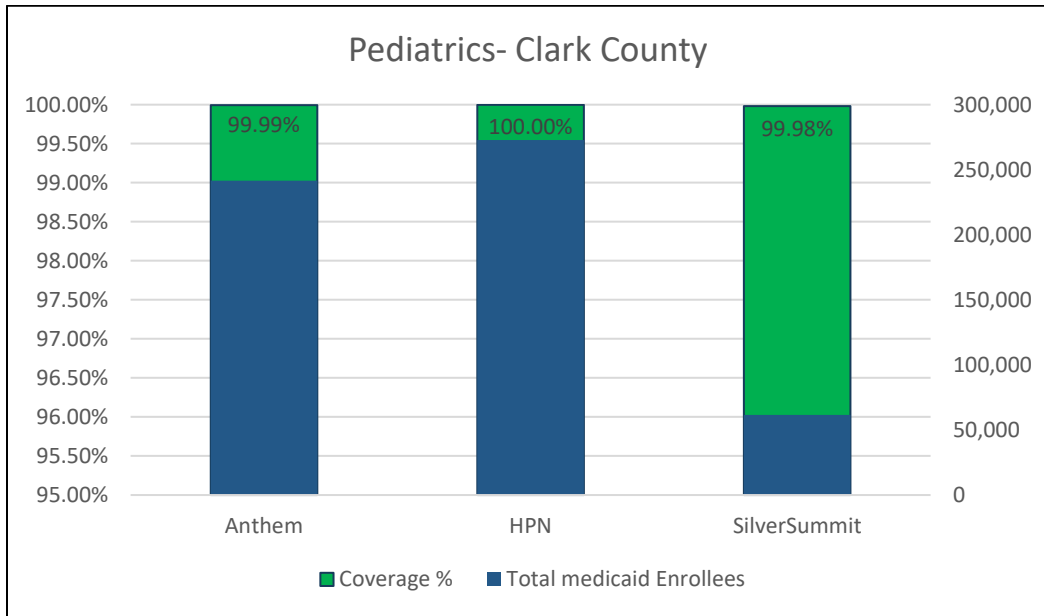
MCO	Total Medicaid Enrollees	Coverage %	Outside Access Standard
Anthem	241,602	99.99%	14
HPN	272,871	100%	8
SilverSummit	73,577	99.99%	10



Anthem, HPN and SilverSummit have an overall PCP coverage of 99.99%, 100% and 99.99% respectively in Clark County.

Pediatrics - Clark County

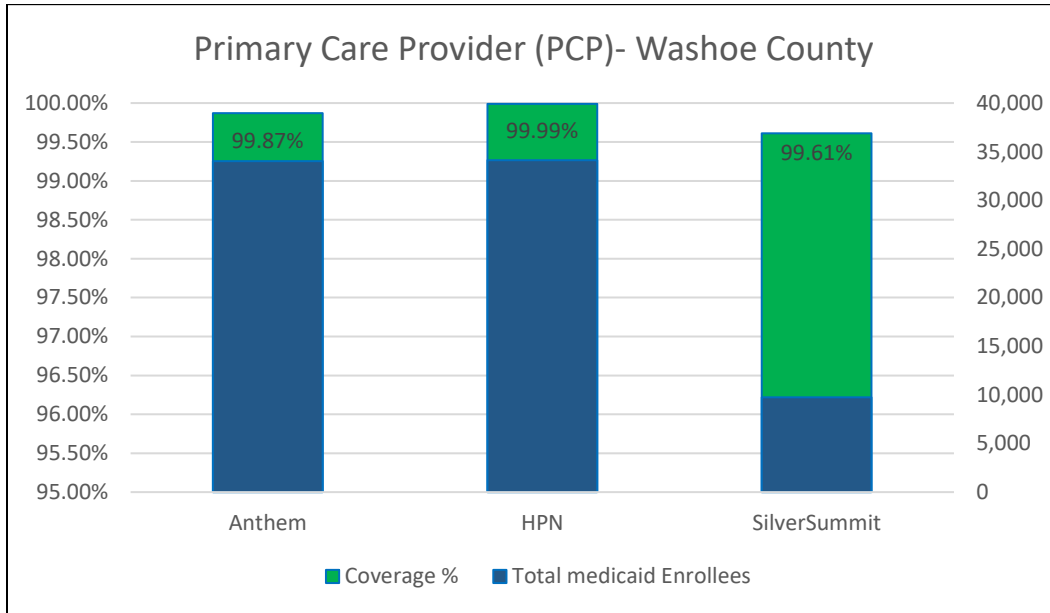
MCO	Total Medicaid Enrollees	Coverage %	Outside Access Standard
Anthem	241,602	99.99%	19
HPN	272,871	100%	2
SilverSummit	61,564	99.98%	11



Anthem, HPN and SilverSummit have an overall Pediatrics coverage of 99.99%, 100% and 99.98% respectively in Clark County.

PCP - Washoe County

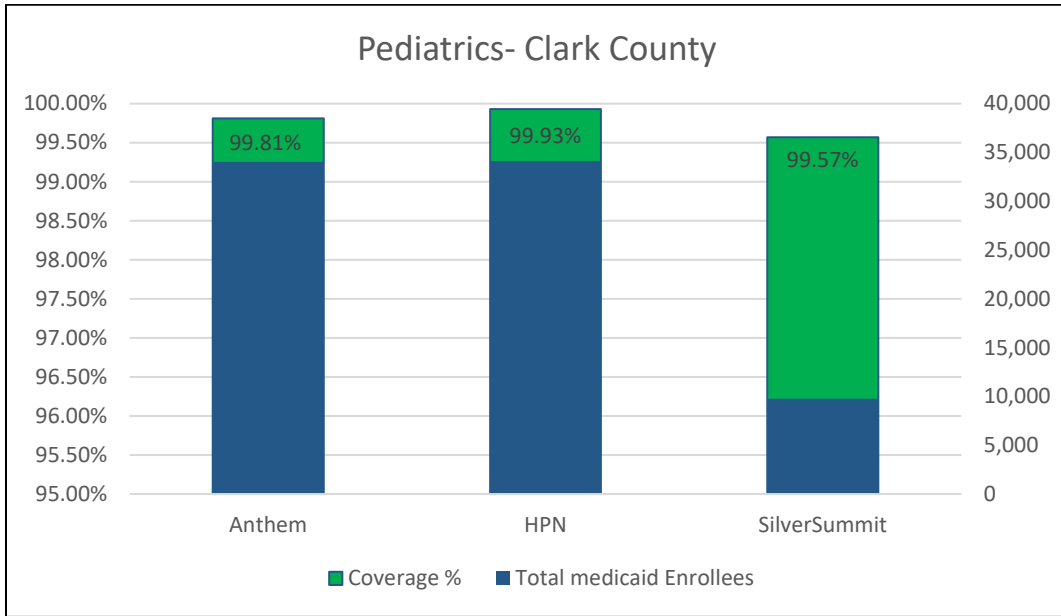
MCO	Total Medicaid Enrollees	Coverage %	Outside Access Standard
Anthem	34,016	99.87%	44
HPN	34,139	99.99%	4
SilverSummit	9,752	99.61%	38



Anthem, HPN and SilverSummit have an overall PCP coverage of 99.87%, 99.99% and 99.61% respectively in Washoe County.

Pediatrics - Washoe County

MCO	Total Medicaid Enrollees	Coverage %	Outside Access Standard
Anthem	34,016	99.81%	64
HPN	34,139	99.93%	24
SilverSummit	9,752	99.57%	42



Anthem, HPN and SilverSummit have an overall Pediatric coverage of 99.81%, 99.93% and 99.57% respectively in Washoe County.

Coverage Summary

Anthem, HPN and SilverSummit have 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.

Survey

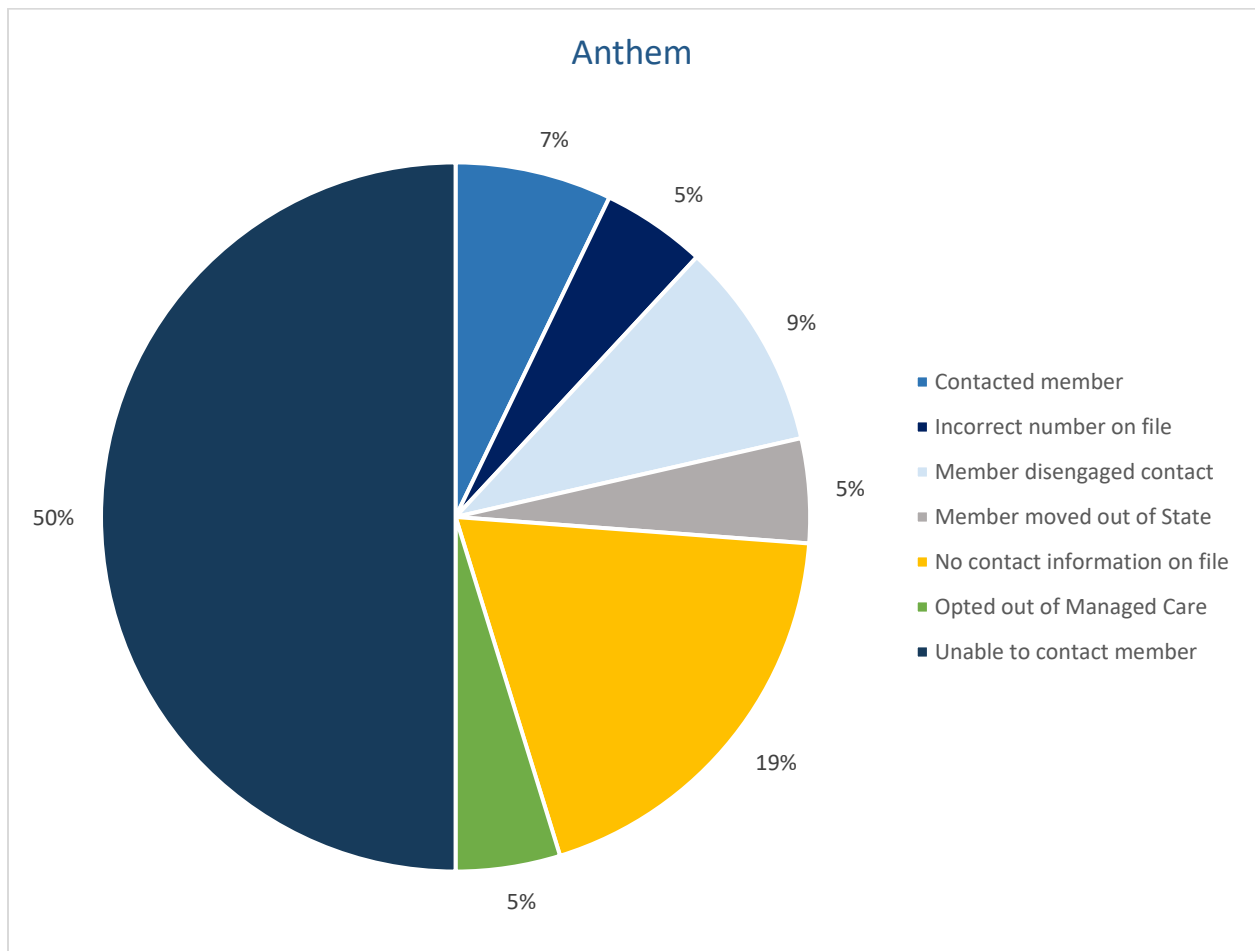
In addition to the quarterly Network Adequacy Reports received from the MCOs, DHCFP requested the MCOs provide a detailed report to identify the members who fall outside the network adequacy standards.

DHCFP surveyed 100% of households that are out of the network standard. Most of these are outside the Pediatrician and PCP standard of 30 minutes/20 miles radius.

Anthem and HPN have forty-two (42) and thirty-nine (39) households that fall outside the standards respectively. SilverSummit has a total of five (5) households that fall outside the network standard.

Anthem Survey Results

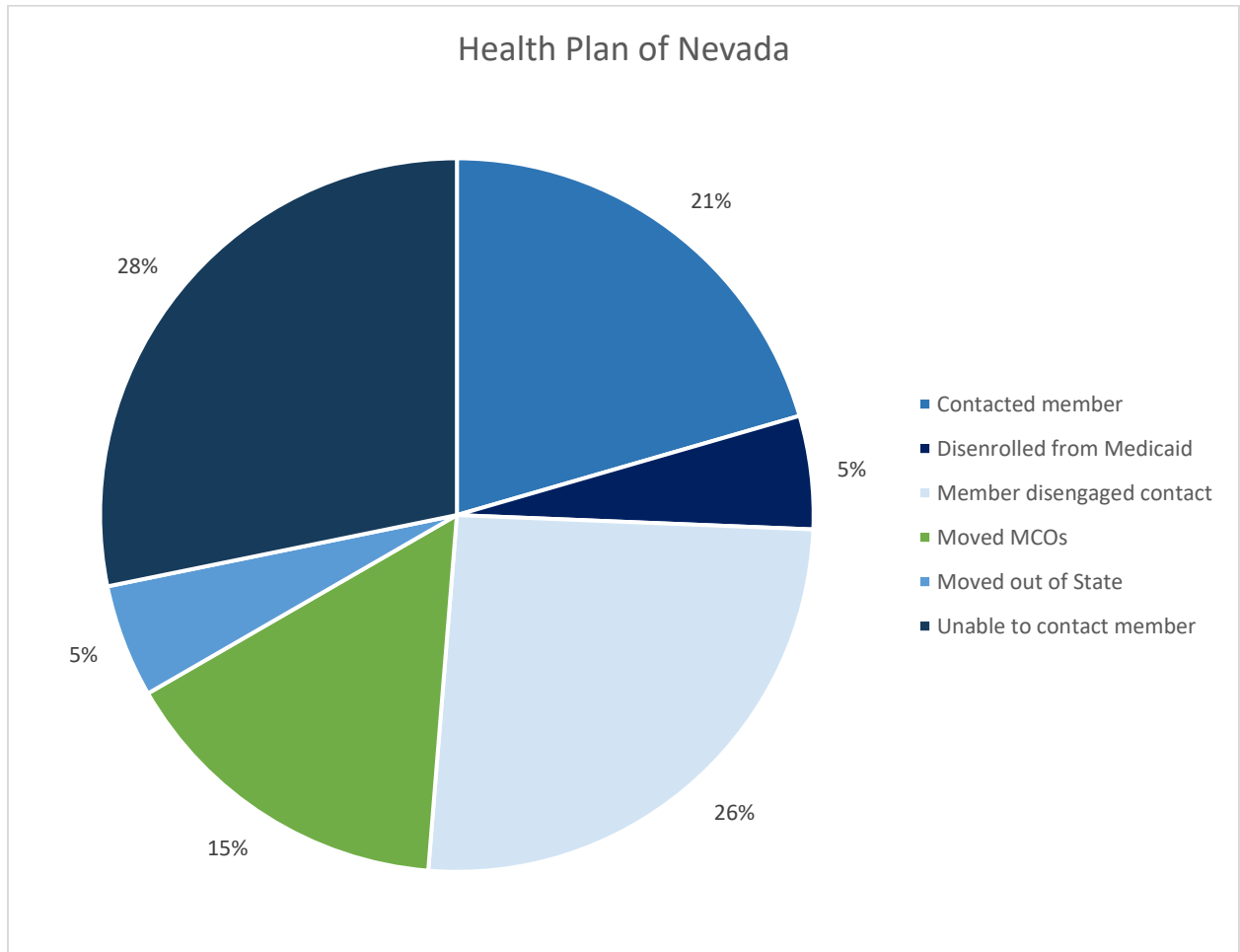
Anthem has 42 households that fall outside the time and distance stands. DHCFP surveyed these households. Below are the results from the survey call from Anthem members.



Row Labels	Count of Medicaid ID
Contacted member	3
Incorrect number on file	2
Member disengaged contact	4
Member moved out of State	2
No contact information on file	8
Opted out of Managed Care	2
Unable to contact member	21
Grand Total	42

HPN Survey Results

HPN has thirty-nine (39) households that fall outside the time and distance stands. DHCFP surveyed these households. Below are the results from the survey call from HPN members.

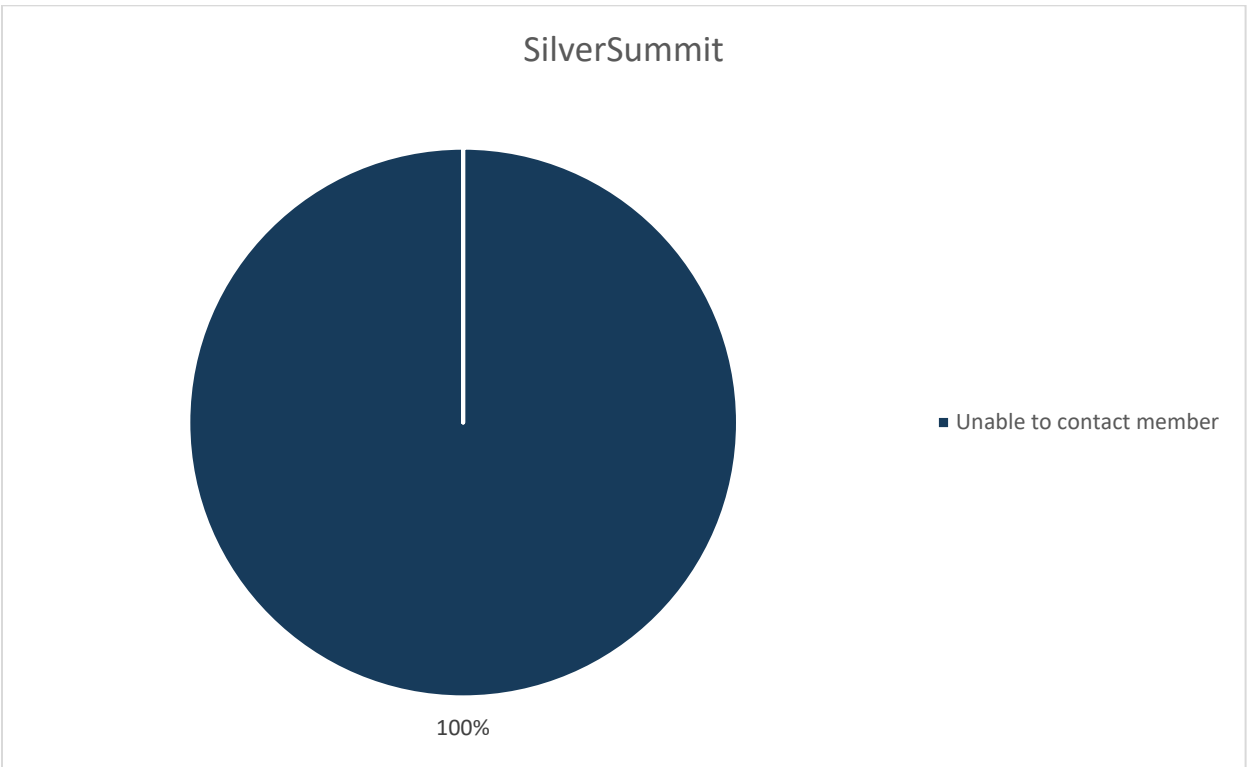


ASSURANCE OF NETWORK ADEQUACY

Row Labels	Count of Medicaid ID
Contacted member	8
Disenrolled from Medicaid	2
Member disengaged contact	10
Moved MCOs	6
Moved out of State	2
Unable to contact member	11
Grand Total	39

SilverSummit Survey Results

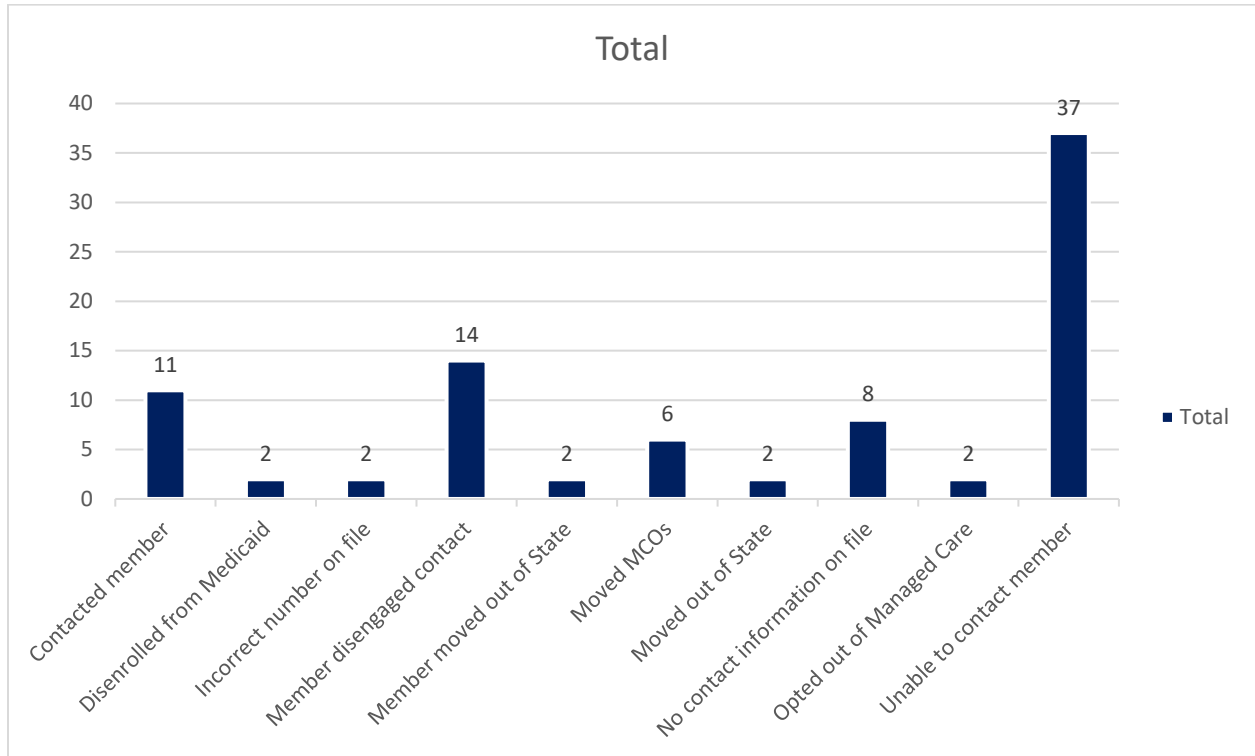
SilverSummit has a total of five (5) households that fall outside the network standard. Below are the results from the survey call from SilverSummit members.



Row Labels	Count of Medicaid ID
Unable to contact member	5
Grand Total	5

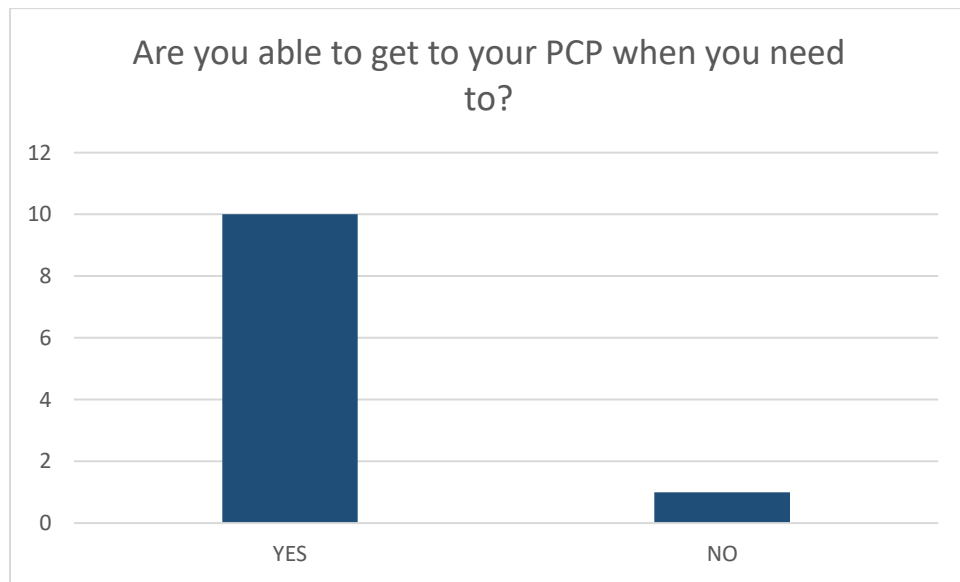
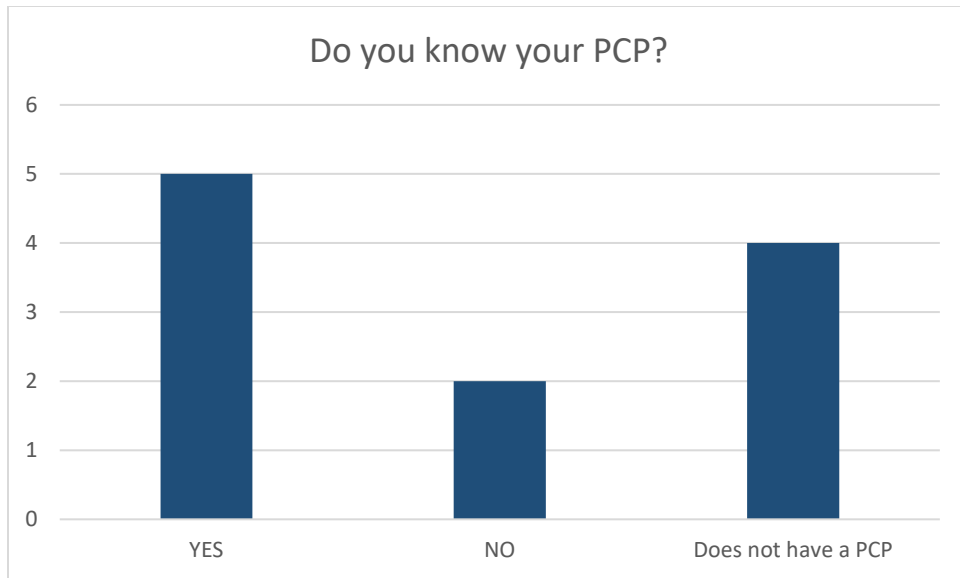
ASSURANCE OF NETWORK ADEQUACY

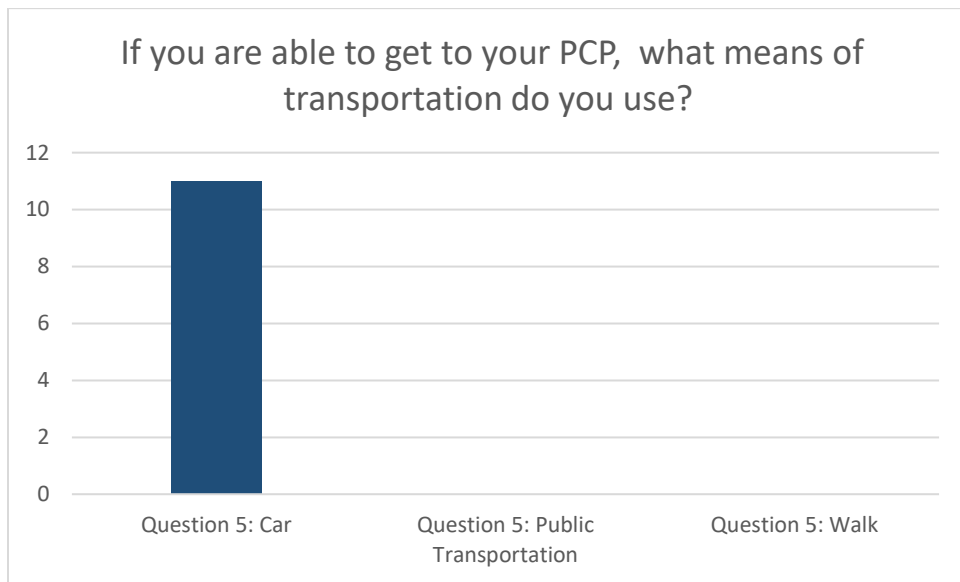
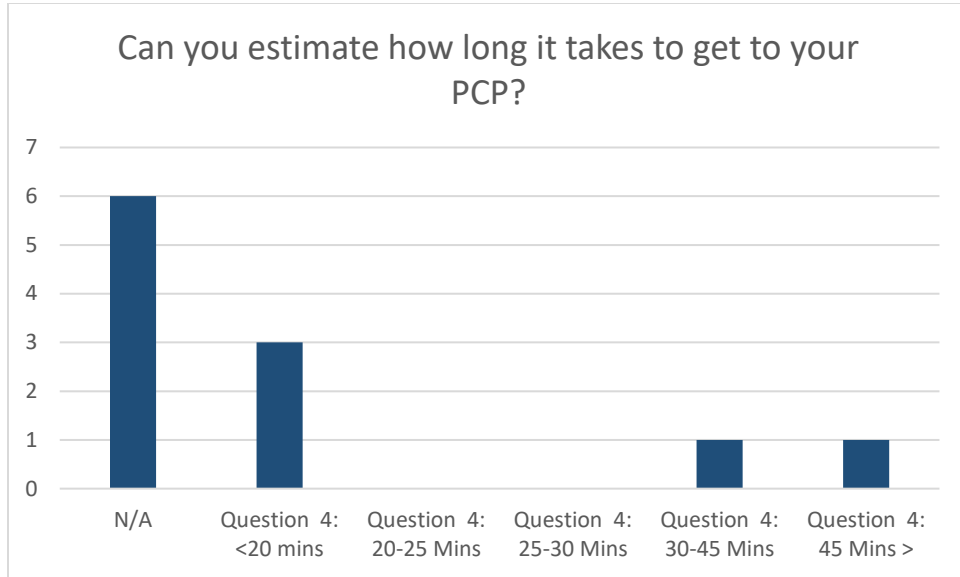
Below are the results for the total of eighty-six (86) members who fall outside the time and distance standard for PCPs and Pediatrics in Clark County and Washoe County.

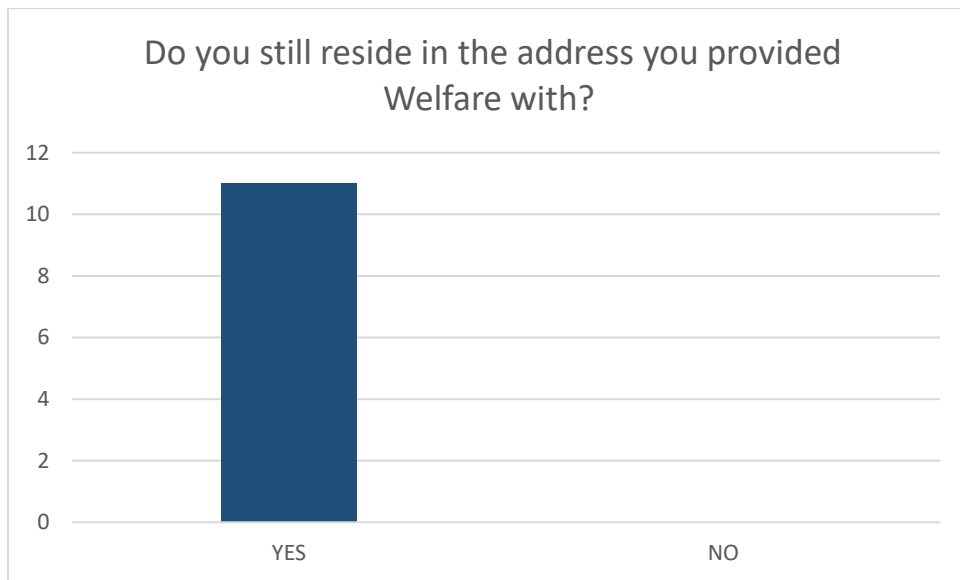
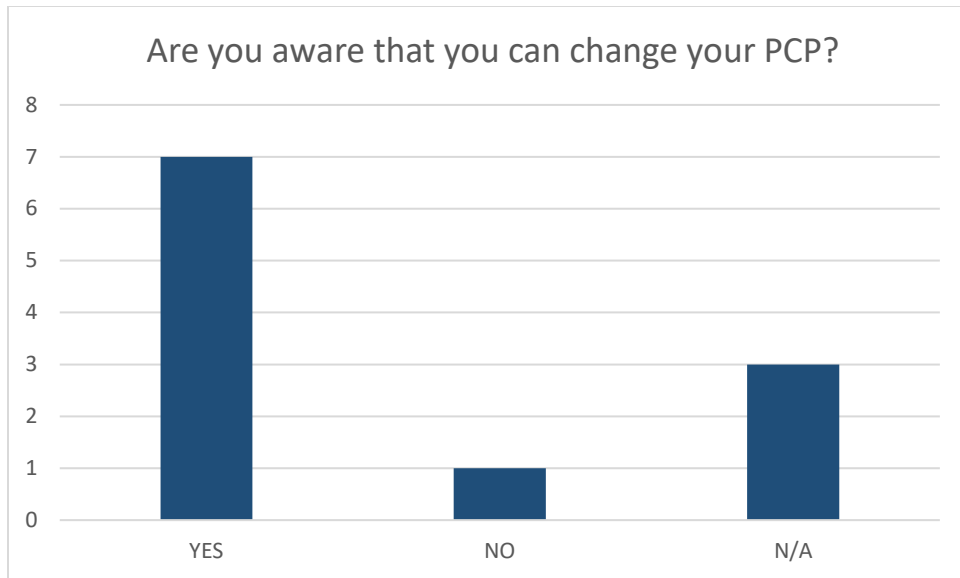


Below are the results for the members that DHCFP successfully contacted to conduct the survey.









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>

<https://app.powerbigov.us/view?r=eyJrIjoieZGQ0NTE5ZmUtYjAxNi00NjQzLTliNzktOGM4YjgxYjgwODY2IiwidCI6ImU0YTM0MGU2LWI4OWUtNGU2OC04ZWFlTE1NDRkMjcwMzk4MCI9>