

Network Adequacy and Access Assurances (NAAAR) Report for Indiana: Hoosier Healthwise

Submission name	Plan type	Reporting period start date	Reporting period end date	Last edited	Edited by	Status
Hoosier Healthwise	MCO	01/01/2024	12/31/2024	11/18/2025	Cinthia Gonzales Cruz	Submitted

Section I. State and program information

A. State information and reporting scenario

Who should CMS contact with questions regarding information reported in the NAAAR? Follow-on communications related to this report will be made to the primary contact.

Use this section to report your contact information, date of report submission, and reporting scenario.

Number	Indicator	Response
IA.1	Contact name First and last name of the contact person.	Cinthia Gonzales
IA.2	Contact email address Enter email address. Department or program-wide email addresses are permitted.	Cinthia.GonzalesCruz@fssa.IN.gov
IA.3	State or territory Auto-populates from your account profile.	Indiana
IA.4	Date of report submission CMS receives this date upon submission of this report.	11/18/2025
IA.5	Reporting scenario Enter the scenario under which the state is submitting this form to CMS. Under 42 C.F.R. § 438.207(c) - (d), the state must submit an assurance of compliance after reviewing documentation submitted by a plan under the following three scenarios:Scenario 1: At the time the plan enters into a contract with the state;Scenario 2: On an annual basis;Scenario 3: Any time there has been a significant change (as defined by the state) in the plan's operations that would affect its adequacy of capacity and services, including (1) changes in the plan's services, benefits, geographic service area, composition of or payments to its provider network, or (2) enrollment of a new population in the plan.States should complete one (1) form with information for applicable managed care plans and programs. For example, if the state submits this form under scenario 1 above, the state should submit this form only for the managed care plan (and the applicable managed care program) that entered into a new contract with the state. The state should not report on any other plans or programs under this scenario. As another	Scenario 2: Annual report

example, if the state submits this form under scenario 2, the state should submit this form for all managed care plans and managed care programs.

B. Add plans

Enter the name of each plan that participates in the program for which the state is reporting data. If the state is submitting this form because it’s entering into a contract with a plan or because there’s a significant change in a plan’s operations, include only the name of the applicable plan.

Plan names should match the plan names used in your Managed Care Plan Annual Report (MCPAR) for this program for the same reporting period.

Indicator	Response
Plan name	Anthem
	CareSource
	Managed Health Services
	MDwise

C. Provider type coverage

If your standards apply to more specific provider types, select the most closely aligned provider type category and utilize the subcategory fields available in Section II. Program-level access and network adequacy standards under “Provider type covered by standard”.

Number	Indicator	Response
N/A	Select all core provider types covered in the program	Primary Care Specialist Mental health Substance Use Disorder (SUD) OB/GYN Hospital Pharmacy Dental

D. Analysis methods

States should use this section of the tab to report on the analyses that are used to assess plan compliance with the state's 42 C.F.R. § 438.68 and 42 C.F.R. § 438.206 standards.

Number	Indicator	Response
N/A	<p>Is this analysis method used to assess plan compliance?</p> <p>Select "Yes" if the method is utilized to assess plan compliance with the state's standards, as required at 42 C.F.R. § 438.68.</p>	<p>Geomapping</p> <p>Utilized</p> <p>Frequency: Geomapping is utilized during readiness review. Readiness review is systematic large-scale review of MCE staffing, policies and procedures, processes, documents, member and provider communication, subcontracts, system capabilities, and provider networks to ensure the health plan is prepared in advance of a new contract go-live. Further, Geomapping is used by the external quality review organization (EQRO) for network auditing purposes for the external quality review (EQR).</p> <p>Plan(s): Anthem, CareSource, Managed Health Services, MDwise</p> <p>Plan Provider Directory Review</p> <p>Utilized</p> <p>Frequency: Annually</p> <p>Plan(s): Anthem, CareSource, Managed Health Services, MDwise</p> <p>Secret Shopper: Network Participation</p> <p>Utilized</p> <p>Frequency: Ad-hoc. Utilized by external quality review organization (EQRO) for the external quality review (EQR)</p> <p>Plan(s): Anthem, CareSource, Managed Health Services, MDwise</p> <p>Secret Shopper: Appointment Availability</p> <p>Utilized</p> <p>Frequency: Ad-hoc (EQRO) and annual (State oversight). Utilized by external quality review organization (EQRO) for the external quality review (EQR). Every January, the MCEs submit their provider 24-hour availability audit. Members should be able to access PMP's 24 hours a day, 7 days a week for urgent and emergent health care needs. Therefore, the MCEs randomly select PMPs to receive test calls each year and submit findings to the State</p> <p>Plan(s): Anthem, CareSource, Managed Health Services, MDwise</p> <p>Electronic Visit Verification Data Analysis</p> <p>Not utilized</p> <p>Review of Grievances Related to Access</p>

Utilized

Frequency: Annually

Plan(s): Anthem, CareSource, MDwise,
Managed Health Services

Encounter Data Analysis

Not utilized

Member Access to Providers Report

Utilized

Description: Every October, the MCEs must submit a count of their enrolled providers by standard (dentist, behavioral health, etc.) and by county. Additionally, the MCEs must also submit a member access report. The member access report captures the availability of provider, by mileage, to each county in Indiana.

Frequency: Annually

Plan(s): Anthem, CareSource, Managed
Health Services, MDwise

Section II. Program-level access and network adequacy standards

II. Program-level access and network adequacy standards

Report each network adequacy standard included in managed care program contract for this program as required under 42 CFR § 438.68; select “Add standard” to report each unique standard. 42 § CFR 438.206 standards will be addressed in section III. Plan compliance.

Standard total count: 25

#	Provider	Standard type	Standard description	Analysis methods	Pop.	Region
1	Primary care	Provider to enrollee ratios	The MCEs shall meet or exceed the following provider-to-member ratio: 1:1,000 for PMPs.	Plan Provider Directory Review	Adult & Pediatric	Statewide
2	Mental health	Provider to enrollee ratios	The MCEs shall meet or exceed the following provider-to-member ratio, 1:1,000 for Behavioral Health Providers.	Plan Provider Directory Review	Adult & Pediatric	Statewide
3	OB/GYN	Provider to enrollee ratios	The MCEs shall meet or exceed the following provider-to-member ratio, 1:2,000 for OB/GYNs.	Plan Provider Directory Review	Adult & Pediatric	Statewide
4	Primary care	Provider to enrollee ratios	The MCEs shall meet or exceed the following provider-to-member ratio, 1:2,000 for Pediatricians.	Plan Provider Directory Review	Adult & Pediatric	Statewide

5	Dental	Provider to enrollee ratios	The MCEs shall meet or exceed the following provider-to-member ratio, 1:2,000 for Dentists.	Plan Provider Directory Review	Adult & Pediatric	Statewide
6	Specialist; Anesthesiology, Cardiology, Endocrinology, Gastroenterology, Nephrology, Ophthalmology, Orthopedic Surgery, General Surgery, Pulmonology, Rheumatology, Psychiatry, Urology, Infectious Disease, Otolaryngology, Oncology, Dermatology, and Physiatry/Rehabilitative	Provider to enrollee ratios	The MCEs shall meet or exceed the following provider-to-member ratio, 1:5,000.	Plan Provider Directory Review	Adult & Pediatric	Statewide
7	Hospital	Maximum distance to travel	The transport distance to a hospital from the member's home shall be the usual and customary, not to exceed thirty (30) miles.	Geomapping, Member Access to Providers Report	Adult & Pediatric	Urban
8	Hospital	Maximum distance to travel	The transport distance to a hospital from the member's home shall be the usual and customary,	Geomapping, Member Access to Providers Report	Adult & Pediatric	Rural

not to
exceed sixty
(60) miles.

9	Primary care	Maximum distance to travel	The MCEs shall ensure access to PMPs within at least thirty (30) miles of the member's residence.	Geomapping, Member Access to Providers Report	Adult & Pediatric	Statewide
10	Specialist; Anesthesiologists, Cardiologists, Dentists, Oral Surgeons, Endocrinologists, Gastroenterologists, General surgeons, Hematologists, Nephrologists, Neurologists, OB/GYNs, Occupational therapists, Occupational therapists, Oncologists, Ophthalmologists, Diagnostic testing, Optometrists, Orthodontists, Orthopedic surgeons, Otolaryngologist, Physical therapists, Psychiatrists, Pulmonologists, Speech therapists, Urologists	Maximum distance to travel	The MCEs shall provide, at a minimum, two providers for each specialty type within sixty (60) miles of the member's residence.	Geomapping, Member Access to Providers Report	Adult & Pediatric	Statewide

11	Specialist; Cardiothoracic surgeons, Dermatologists, Infectious disease specialists, Interventional radiologists, neurosurgeons, non- hospital based anesthesiologist, pathologists, radiation oncologists, rheumatologists	Maximum distance to travel	The MCEs shall provide, at a minimum, one specialty provider within ninety (90) miles of the member's residence.	Geomapping, Member Access to Providers Report	Adult & Pediatric	Statewide
12	Specialist; Durable medical equipment	Minimum number of network providers	Two (2) durable medical equipment providers shall be available to provide services to the Contractor's members in each county.	Geomapping, Plan Provider Directory Review, Member Access to Providers Report	Adult & Pediatric	County
13	Specialist; Home Health	Minimum number of network providers	Two (2) home health providers shall be available to provide services to the Contractor's members.	Geomapping, Plan Provider Directory Review, Member Access to Providers Report	Adult & Pediatric	County
14	Pharmacy	Maximum time or distance	The MCEs must provide at least two (2) pharmacy providers within thirty (30) miles or thirty (30) minutes from a member's	Geomapping, Member Access to Providers Report	Adult & Pediatric	County

residence in each county.

15	Primary care	Minimum number of network providers	The MCEs shall meet or exceed a minimum of 90% of IHCP enrolled Federally Qualified Health Centers (FQHC) and Rural Health Clinics (RHC) located in the State of Indiana.	Geomapping, Plan Provider Directory Review, Member Access to Providers Report	Adult & Pediatric	Statewide
16	Mental health	Maximum time or distance	The MCEs shall provide at least one (1) behavioral health provider within thirty (30) minutes or thirty (30) miles.	Geomapping, Member Access to Providers Report	Adult & Pediatric	Urban
17	Mental health	Maximum time or distance	The MCEs shall provide at least one (1) behavioral health provider within forty-five (45) minutes or forty-five (45) miles from the member's home.	Geomapping, Member Access to Providers Report	Adult & Pediatric	Rural
18	Mental health; inpatient psychiatric facilities	Maximum distance to travel	The transport distance to	Geomapping, Member Access to	Adult & Pediatric	Statewide

			an inpatient psychiatric facility from the member's home shall be the usual and customary, not to exceed sixty (60) miles.	Providers Report		
19	Mental health; Medication-Assisted Treatment	Maximum distance to travel	The MCEs shall ensure the availability of a MAT provider within thirty (30) miles of the member's residence.	Geomapping, Member Access to Providers Report	Adult & Pediatric	Statewide
20	Dental	Maximum distance to travel	The MCEs shall ensure the availability of a dentist practicing in general, family, and pediatric dentistry within thirty (30) miles of the member's residence.	Geomapping, Member Access to Providers Report	Adult & Pediatric	Statewide
21	Dental	Maximum distance to travel	The MCEs shall ensure specialty dentists such as orthodontists and dental surgeons shall be available within sixty	Geomapping, Member Access to Providers Report	Adult & Pediatric	Statewide

(60) miles of the member's residence.

22	Specialist; Dialysis	Maximum distance to travel	The MCEs shall ensure the availability of one dialysis treatment center within sixty (60) miles of the member's residence.	Geomapping, Member Access to Providers Report	Adult & Pediatric	Statewide
23	OB/GYN	Maximum distance to travel	The MCEs shall ensure the availability of at least two OB/GYNs practicing within sixty (60) miles of the member's residence and at least one OB/GYNs practicing within thirty (30) miles of the member's residence.	Geomapping, Member Access to Providers Report	Adult & Pediatric	Statewide
24	Hospital	Minimum number of network providers	The MCEs shall meet or exceed a minimum of 90% of IHCP enrolled acute care hospitals.	Geomapping, Plan Provider Directory Review, Member Access to Providers Report	Adult & Pediatric	Statewide
25	Mental health; CMHCs	Minimum number of	The MCEs shall meet or exceed a	Geomapping, Plan Provider Directory	Adult & Pediatric	Statewide

network providers	minimum of 90% of IHCP enrolled Community Mental Health Centers (CMHC).	Review, Member Access to Providers Report
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Section III. Plan compliance

III. Plan compliance

Use this section to report on plan compliance with the state’s standards, as required at 42 C.F.R. § 438.68. This section is also used to report on plan compliance with 42 C.F.R. § 438.206 standards.

Anthem

A. Assurance of plan compliance for 438.68

Indicator	Response
A. Assurance of plan compliance for 438.68 III.A.1 Indicate whether the state assures that the plan complies with the state’s standards, as required at § 42 C.F.R. 438.68 (i.e., the standards previously entered by the state) based on each analysis the state conducted for the plan during the reporting period.	No, the plan does not comply on all standards based on all analyses or exceptions granted

Select “Enter/Edit” to provide details on standards that were either non-compliant or for which an exception was granted

Non-compliant standards for 438.68

Total: 3 of 25

10 Maximum distance to travel

The MCEs shall provide, at a minimum, two providers for each specialty type within sixty (60) miles of the member's residence.

Provider type(s)

Specialist; Anesthesiologists, Cardiologists, Dentists, Oral Surgeons, Endocrinologists, Gastroenterologists, General surgeons, Hematologists, Nephrologists, Neurologists, OB/GYNs, Occupational therapists, Occupational therapists, Oncologists, Ophthalmologists, Diagnostic testing, Optometrists, Orthodontists, Orthopedic surgeons, Otolaryngologist, Physical therapists, Psychiatrists, Pulmonologists, Speech therapists, Urologists

Analysis method(s)

Geomapping,
Member Access to
Providers Report

Region

Statewide

Population

Adult & Pediatric

Plan deficiencies for Anthem: 42 C.F.R. § 438.68

Description

As of October 2024, Anthem encountered challenges maintaining network adequacy for diagnostic testing providers, orthodontists, and oral surgeons.

Analyses used to identify deficiencies

Geomapping

Frequency of compliance findings (optional): Not answered, optional

Member Access to Providers Report

What the plan will do to achieve compliance

The diagnostic testing deficiency was identified through the 2025 EQR, recently made available to the State and will be communicated with Anthem. Anthem continues to contract with Medicaid providers when they are enrolled to close access to care gaps.

Monitoring progress

Anthem's network adequacy concerns are addressed in the MCEs' monthly provider relations meetings with the Office of Medicaid Policy and Planning. In these meetings, the MCEs are expected to update the State on their efforts to close these gaps and the details of the outreach to providers.

Reassessment date

01/31/2026

11 Maximum distance to travel

The MCEs shall provide, at a minimum, one specialty provider within ninety (90) miles of the member's residence.

Provider type(s)

Specialist; Cardiothoracic surgeons, Dermatologists, Infectious disease specialists, Interventional radiologists, neurosurgeons, non-hospital based anesthesiologist, pathologists, radiation oncologists, rheumatologists

Analysis method(s)

Geomapping,
Member Access to
Providers Report

Region

Statewide

Population

Adult & Pediatric

Plan deficiencies for Anthem: 42 C.F.R. § 438.68

Description

As of October 2024, Anthem encountered challenges maintaining network adequacy for nonhospital based anesthesiologists, prosthetic suppliers, and radiation oncologists.

Analyses used to identify deficiencies

Geomapping

Frequency of compliance findings (optional): Not answered, optional

What the plan will do to achieve compliance

These deficiencies were identified through the 2025 EQR, recently made available to the State and will be communicated with Anthem. Anthem continues to contract with Medicaid providers when they are enrolled to close access to care gaps.

Monitoring progress

Anthem's network adequacy concerns are addressed in the MCEs' monthly provider relations meetings with the Office of Medicaid Policy and Planning. In these meetings, the MCEs are expected to update the State on their efforts to close these gaps and the details of the outreach to providers.

Reassessment date

01/31/2026

21 Maximum distance to travel

The MCEs shall ensure specialty dentists such as orthodontists and dental surgeons shall be available within sixty (60) miles of the member's residence.

Provider type(s)

Dental

Analysis method(s)

Region

Population

Plan deficiencies for Anthem: 42 C.F.R. § 438.68

Description

As of October 2024, Anthem encountered challenges maintaining network adequacy for oral surgeons and orthodontists.

Analyses used to identify deficiencies

Geomapping

Frequency of compliance findings (optional): Not answered, optional

Plan Provider Directory Review

Frequency of compliance findings (optional): Not answered, optional

Member Access to Providers Report

What the plan will do to achieve compliance

To alleviate this concern, Anthem currently has an open dental network and continues to contract with Medicaid providers when they are enrolled to close access gaps. In rural regions, or underserved areas, innovative strategies such as partnering with Federally Qualified Health Centers (FQHCs) to offer mobile dentistry have been deployed by Anthem.

Monitoring progress

Anthem's network adequacy concerns are addressed in the MCEs' monthly provider relations meetings with the Office of Medicaid Policy and Planning. In these meetings, the MCEs are expected to update the State on their efforts to close these gaps and the details of the outreach to providers.

Reassessment date

01/31/2026

Exceptions standards for 438.68

Total: 0 of 25

B. Assurance of plan compliance for 438.206

Indicator	Response
B. Assurance of plan compliance for 438.206 III.B.1 Indicate whether the state assures that the plan complies with the availability of services standards outlined in 42 C.F.R. § 438.206 the analyses the state conducted for the plan during the reporting period.	Yes, the plan complies on all standards based on all analyses

CareSource

A. Assurance of plan compliance for 438.68

Indicator	Response
A. Assurance of plan compliance for 438.68 III.A.1 Indicate whether the state assures that the plan complies with the state's standards, as required at § 42 C.F.R. 438.68 (i.e., the standards previously entered by the state) based on each analysis the state conducted for the plan during the reporting period.	No, the plan does not comply on all standards based on all analyses or exceptions granted

Select “Enter/Edit” to provide details on standards that were either non-compliant or for which an exception was granted

Non-compliant standards for 438.68

Total: 6 of 25

10 Maximum distance to travel

The MCEs shall provide, at a minimum, two providers for each specialty type within sixty (60) miles of the member's residence.

Provider type(s)

Specialist; Anesthesiologists, Cardiologists, Dentists, Oral Surgeons, Endocrinologists, Gastroenterologists, General surgeons, Hematologists, Nephrologists, Neurologists, OB/GYNs, Occupational therapists, Occupational therapists, Oncologists,

Ophthalmologists, Diagnostic testing, Optometrists, Orthodontists, Orthopedic surgeons, Otolaryngologist, Physical therapists, Psychiatrists, Pulmonologists, Speech therapists, Urologists

Analysis method(s)

Geomapping,
Member Access to
Providers Report

Region

Statewide

Population

Adult & Pediatric

Plan deficiencies for CareSource: 42 C.F.R. § 438.68

Description

As of October 2024, CareSource encountered challenges maintaining network adequacy for diagnostic testing providers, orthodontists, and oral surgeons.

Analyses used to identify deficiencies

Geomapping

Frequency of compliance findings (optional): Not answered, optional

Plan Provider Directory Review

Frequency of compliance findings (optional): Not answered, optional

Member Access to Providers Report

What the plan will do to achieve compliance

The diagnostic testing deficiency was identified through the 2025 EQR, recently made available to the State and will be communicated with CareSource. CareSource continues to contract with Medicaid providers when they are enrolled to close access to care gaps.

Monitoring progress

CareSource's network adequacy concerns are addressed in the MCEs' monthly provider relations meetings with the Office of Medicaid Policy and Planning. In these meetings, the MCEs are expected to update the State on their efforts to close these gaps and the details of the outreach to providers.

Reassessment date

01/31/2026

11 Maximum distance to travel

The MCEs shall provide, at a minimum, one specialty provider within ninety (90) miles of the member's residence.

Provider type(s)

Specialist; Cardiothoracic surgeons, Dermatologists, Infectious disease specialists, Interventional radiologists, neurosurgeons, non-hospital based anesthesiologist, pathologists, radiation oncologists, rheumatologists

Analysis method(s)

Geomapping,
Member Access to
Providers Report

Region

Statewide

Population

Adult & Pediatric

Plan deficiencies for CareSource: 42 C.F.R. § 438.68**Description**

As of October 2024, CareSource encountered challenges maintaining network adequacy for interventional radiologists.

Analyses used to identify deficiencies

Geomapping

Frequency of compliance findings (optional): Not answered, optional

Plan Provider Directory Review

Frequency of compliance findings (optional): Not answered, optional

What the plan will do to achieve compliance

This deficiency was identified through the 2025 EQR, recently made available to the State and will be communicated with CareSource. CareSource continues to contract with Medicaid providers when they are enrolled to close access to care gaps.

Monitoring progress

CareSource's network adequacy concerns are addressed in the MCEs' monthly provider relations meetings with the Office of Medicaid Policy and Planning. In these meetings, the MCEs are expected to update the State on their efforts to close these gaps and the details of the outreach to providers.

Reassessment date

01/31/2026

13 Minimum number of network providers

Two (2) home health providers shall be available to provide services to the Contractor's members.

Provider type(s)

Specialist; Home Health

Analysis method(s)	Region	Population
Geomapping, Plan Provider Directory Review, Member Access to Providers Report	County	Adult & Pediatric

Plan deficiencies for CareSource: 42 C.F.R. § 438.68

Description

As of October 2024, CareSource encountered challenges maintaining network adequacy for home health providers.

Analyses used to identify deficiencies

Geomapping

Frequency of compliance findings (optional): Not answered, optional

What the plan will do to achieve compliance

This deficiency was identified through the 2025 EQR, recently made available to the State and will be communicated with CareSource . CareSource continues to contract with Medicaid providers when they are enrolled to close access to care gaps.

Monitoring progress

CareSource's network adequacy concerns are addressed in the MCEs' monthly provider relations meetings with the Office of Medicaid Policy and Planning. In these meetings, the MCEs are expected to update the State on their efforts to close these gaps and the details of the outreach to providers.

Reassessment date

01/31/2026

18 Maximum distance to travel

The transport distance to an inpatient psychiatric facility from the member's home shall be the usual and customary, not to exceed sixty (60) miles.

Provider type(s)

Mental health; inpatient psychiatric facilities

Analysis method(s)	Region	Population
Geomapping, Member Access to Providers Report	Statewide	Adult & Pediatric

Plan deficiencies for CareSource: 42 C.F.R. § 438.68

Description

As of October 2024, CareSource encountered challenges maintaining network adequacy for inpatient psychiatric facilities.

Analyses used to identify deficiencies

Geomapping

Frequency of compliance findings (optional): Not answered, optional

What the plan will do to achieve compliance

This deficiency was identified through the 2025 EQR, recently made available to the State and will be communicated with CareSource. CareSource continues to contract with Medicaid providers when they are enrolled to close access to care gaps.

Monitoring progress

CareSource's network adequacy concerns are addressed in the MCEs' monthly provider relations meetings with the Office of Medicaid Policy and Planning. In these meetings, the MCEs are expected to update the State on their efforts to close these gaps and the details of the outreach to providers.

Reassessment date

01/31/2026

20 Maximum distance to travel

The MCEs shall ensure the availability of a dentist practicing in general, family, and pediatric dentistry within thirty (30) miles of the member's residence.

Provider type(s)

Dental

Analysis method(s)

Geomapping,
Member Access to
Providers Report

Region

Statewide

Population

Adult & Pediatric

Plan deficiencies for CareSource: 42 C.F.R. § 438.68

Description

As of October 2024, CareSource encountered challenges maintaining network adequacy for general dentists.

Analyses used to identify deficiencies

Geomapping

Frequency of compliance findings (optional): Not answered, optional

Member Access to Providers Report

What the plan will do to achieve compliance

To alleviate this concern, CareSource currently has an open dental network and continues to contract with Medicaid providers when they are enrolled to close access gaps.

Monitoring progress

CareSource's network adequacy concerns are addressed in the MCEs' monthly provider relations meetings with the Office of Medicaid Policy and Planning. In these meetings, the MCEs are expected to update the State on their efforts to close these gaps and the details of the outreach to providers.

Reassessment date

01/31/2026

21 Maximum distance to travel

The MCEs shall ensure specialty dentists such as orthodontists and dental surgeons shall be available within sixty (60) miles of the member's residence.

Provider type(s)

Dental

Analysis method(s)

Geomapping,
Member Access to
Providers Report

Region

Statewide

Population

Adult & Pediatric

Plan deficiencies for CareSource: 42 C.F.R. § 438.68

Description

As of October 2024, CareSource encountered challenges maintaining network adequacy for orthodontists and oral surgeons.

Analyses used to identify deficiencies

Geomapping

Frequency of compliance findings (optional): Not answered, optional

Member Access to Providers Report

What the plan will do to achieve compliance

To alleviate this concern, CareSource currently has an open dental network and continues to contract with Medicaid providers when they are enrolled to close access gaps.

Monitoring progress

CareSource's network adequacy concerns are addressed in the MCEs' monthly provider relations meetings with the Office of Medicaid Policy and Planning. In these meetings, the MCEs are expected to update the State on their efforts to close these gaps and the details of the outreach to providers.

Reassessment date

01/31/2026

Exceptions standards for 438.68

Total: 0 of 25

B. Assurance of plan compliance for 438.206

Indicator	Response
B. Assurance of plan compliance for 438.206 III.B.1 Indicate whether the state assures that the plan complies with the availability of services standards outlined in 42 C.F.R. § 438.206 the analyses the state conducted for the plan during the reporting period.	Yes, the plan complies on all standards based on all analyses

Managed Health Services**A. Assurance of plan compliance for 438.68**

Indicator	Response
A. Assurance of plan compliance for 438.68 III.A.1 Indicate whether the state assures that the plan complies with the state's standards, as required at § 42 C.F.R. 438.68 (i.e., the standards previously entered by the state) based on each analysis the state conducted for the plan during the reporting period.	No, the plan does not comply on all standards based on all analyses or exceptions granted

Select "Enter/Edit" to provide details on standards that were either non-compliant or for which an exception was granted

Total: 7 of 25**9 Maximum distance to travel**

The MCEs shall ensure access to PMPs within at least thirty (30) miles of the member's residence.

Provider type(s)

Primary care

Analysis method(s)

Geomapping,
Member Access to
Providers Report

Region

Statewide

Population

Adult & Pediatric

Plan deficiencies for Managed Health Services: 42 C.F.R. § 438.68**Description**

As of October 2024, MHS encountered challenges maintaining network adequacy for PMPs.

Analyses used to identify deficiencies

Geomapping

Frequency of compliance findings (optional): Not answered, optional

What the plan will do to achieve compliance

This deficiency was identified through the 2025 EQR, recently made available to the State and will be communicated with MHS. MHS continues to contract with Medicaid providers when they are enrolled to close access to care gaps.

Monitoring progress

MHS' network adequacy concerns are addressed in the MCEs' monthly provider relations meetings with the Office of Medicaid Policy and Planning. In these meetings, the MCEs are expected to update the State on their efforts to close these gaps and the details of the outreach to providers.

Reassessment date

01/31/2026

10 Maximum distance to travel

The MCEs shall provide, at a minimum, two providers for each specialty type within sixty (60) miles of the member's residence.

Provider type(s)

Specialist; Anesthesiologists, Cardiologists, Dentists, Oral Surgeons, Endocrinologists, Gastroenterologists, General surgeons, Hematologists, Nephrologists, Neurologists, OB/GYNs, Occupational therapists, Occupational therapists, Oncologists, Ophthalmologists, Diagnostic testing, Optometrists, Orthodontists, Orthopedic surgeons, Otolaryngologist, Physical therapists, Psychiatrists, Pulmonologists, Speech therapists, Urologists

Analysis method(s)

Geomapping,
Member Access to
Providers Report

Region

Statewide

Population

Adult & Pediatric

Plan deficiencies for Managed Health Services: 42 C.F.R. § 438.68

Description

As of October 2024, MHS encountered challenges maintaining network adequacy for diagnostic testing providers, orthodontists, oral surgeons, dentists, endocrinologists, gastroenterologists, hematologists, nephrologists, oncologists, ophthalmologists, otolaryngologists, pulmonologists, speech therapists, and urologists.

Analyses used to identify deficiencies

Geomapping

Frequency of compliance findings (optional): Not answered, optional

Member Access to Providers Report

What the plan will do to achieve compliance

With the exception of oral surgeons, dentists, and orthodontists, these deficiencies were identified through the 2025 EQR, recently made available to the State and will be communicated with MHS. MHS continues to contract with Medicaid providers when they are enrolled to close access to care gaps.

Monitoring progress

MHS' network adequacy concerns are addressed in the MCEs' monthly provider relations meetings with the Office of Medicaid Policy and Planning. In these meetings, the MCEs are expected to update the State on their efforts to close these gaps and the details of the outreach to providers.

Reassessment date

01/31/2026

The MCEs shall provide, at a minimum, one specialty provider within ninety (90) miles of the member's residence.

Provider type(s)

Specialist; Cardiothoracic surgeons, Dermatologists, Infectious disease specialists, Interventional radiologists, neurosurgeons, non-hospital based anesthesiologist, pathologists, radiation oncologists, rheumatologists

Analysis method(s)

Geomapping,
Member Access to
Providers Report

Region

Statewide

Population

Adult & Pediatric

Plan deficiencies for Managed Health Services: 42 C.F.R. § 438.68

Description

As of October 2024, MHS encountered challenges maintaining network adequacy for cardiothoracic surgeons, cardiovascular surgeons, dermatologists, rheumatologists and radiation oncologists.

Analyses used to identify deficiencies

Geomapping

Frequency of compliance findings (optional): Not answered, optional

What the plan will do to achieve compliance

These deficiencies were identified through the 2025 EQR, recently made available to the State and will be communicated with MHS. MHS continues to contract with Medicaid providers when they are enrolled to close access to care gaps.

Monitoring progress

MHS' network adequacy concerns are addressed in the MCEs' monthly provider relations meetings with the Office of Medicaid Policy and Planning. In these meetings, the MCEs are expected to update the State on their efforts to close these gaps and the details of the outreach to providers.

Reassessment date

01/31/2026

12 Minimum number of network providers

Two (2) durable medical equipment providers shall be available to provide services to the Contractor's members in each county.

Provider type(s)

Specialist; Durable medical equipment

Analysis method(s)	Region	Population
Geomapping, Plan Provider Directory Review, Member Access to Providers Report	County	Adult & Pediatric

Plan deficiencies for Managed Health Services: 42 C.F.R. § 438.68

Description

As of October 2024, MHS encountered challenges maintaining network adequacy for DME.

Analyses used to identify deficiencies

Geomapping

Frequency of compliance findings (optional): Not answered, optional

What the plan will do to achieve compliance

This deficiency was identified through the 2025 EQR, recently made available to the State and will be communicated with MHS. MHS continues to contract with Medicaid providers when they are enrolled to close access to care gaps.

Monitoring progress

MHS' network adequacy concerns are addressed in the MCEs' monthly provider relations meetings with the Office of Medicaid Policy and Planning. In these meetings, the MCEs are expected to update the State on their efforts to close these gaps and the details of the outreach to providers.

Reassessment date

01/31/2026

18 Maximum distance to travel

The transport distance to an inpatient psychiatric facility from the member's home shall be the usual and customary, not to exceed sixty (60) miles.

Provider type(s)

Mental health; inpatient psychiatric facilities

Analysis method(s)	Region	Population
Geomapping, Member Access to Providers Report	Statewide	Adult & Pediatric

Plan deficiencies for Managed Health Services: 42 C.F.R. § 438.68

Description

As of October 2024, MHS encountered challenges maintaining network adequacy for inpatient psychiatric facilities.

Analyses used to identify deficiencies

Geomapping

Frequency of compliance findings (optional): Not answered, optional

What the plan will do to achieve compliance

This deficiency was identified through the 2025 EQR, recently made available to the State and will be communicated with MHS. MHS continues to contract with Medicaid providers when they are enrolled to close access to care gaps.

Monitoring progress

MHS' network adequacy concerns are addressed in the MCEs' monthly provider relations meetings with the Office of Medicaid Policy and Planning. In these meetings, the MCEs are expected to update the State on their efforts to close these gaps and the details of the outreach to providers.

Reassessment date

01/31/2026

20 Maximum distance to travel

The MCEs shall ensure the availability of a dentist practicing in general, family, and pediatric dentistry within thirty (30) miles of the member's residence.

Provider type(s)

Dental

Analysis method(s)

Geomapping,
Member Access to
Providers Report

Region

Statewide

Population

Adult & Pediatric

Plan deficiencies for Managed Health Services: 42 C.F.R. § 438.68

Description

As of October 2024, MHS encountered challenges maintaining network adequacy for general dentists.

Analyses used to identify deficiencies

Geomapping

Frequency of compliance findings (optional): Not answered, optional

Member Access to Providers Report

What the plan will do to achieve compliance

To alleviate this concern, MHS currently has an open dental network and continues to contract with Medicaid providers when they are enrolled to close access gaps.

Monitoring progress

MHS' network adequacy concerns are addressed in the MCEs' monthly provider relations meetings with the Office of Medicaid Policy and Planning. In these meetings, the MCEs are expected to update the State on their efforts to close these gaps and the details of the outreach to providers.

Reassessment date

01/31/2026

21 Maximum distance to travel

The MCEs shall ensure specialty dentists such as orthodontists and dental surgeons shall be available within sixty (60) miles of the member's residence.

Provider type(s)

Dental

Analysis method(s)

Geomapping,
Member Access to
Providers Report

Region

Statewide

Population

Adult & Pediatric

Plan deficiencies for Managed Health Services: 42 C.F.R. § 438.68

Description

As of October 2024, MHS encountered challenges maintaining network adequacy for orthodontists and oral surgeons.

Analyses used to identify deficiencies

Geomapping

Frequency of compliance findings (optional): Not answered, optional

Plan Provider Directory Review

Frequency of compliance findings (optional): Not answered, optional

Member Access to Providers Report

What the plan will do to achieve compliance

To alleviate this concern, MHS currently has an open dental network and continues to contract with Medicaid providers when they are enrolled to close access gaps.

Monitoring progress

MHS' network adequacy concerns are addressed in the MCEs' monthly provider relations meetings with the Office of Medicaid Policy and Planning. In these meetings, the MCEs are expected to update the State on their efforts to close these gaps and the details of the outreach to providers.

Reassessment date

01/31/2026

Exceptions standards for 438.68

Total: 0 of 25

B. Assurance of plan compliance for 438.206

Indicator	Response
B. Assurance of plan compliance for 438.206 III.B.1 Indicate whether the state assures that the plan complies with the availability of services standards outlined in 42 C.F.R. § 438.206 the analyses the state conducted for the plan during the reporting period.	Yes, the plan complies on all standards based on all analyses

MDwise

A. Assurance of plan compliance for 438.68

Indicator	Response
A. Assurance of plan compliance for 438.68 III.A.1 Indicate whether the state assures that the plan complies with the state's standards, as required at § 42 C.F.R. 438.68 (i.e., the standards previously entered by the state) based on each analysis the state conducted for the plan during the reporting period.	No, the plan does not comply on all standards based on all analyses or exceptions granted

Select “Enter/Edit” to provide details on standards that were either non-compliant or for which an exception was granted

Non-compliant standards for 438.68

Total: 5 of 25

10 **Maximum distance to travel**

The MCEs shall provide, at a minimum, two providers for each specialty type within sixty (60) miles of the member’s residence.

Provider type(s)

Specialist; Anesthesiologists, Cardiologists, Dentists, Oral Surgeons, Endocrinologists, Gastroenterologists, General surgeons, Hematologists, Nephrologists, Neurologists, OB/GYNs, Occupational therapists, Occupational therapists, Oncologists, Ophthalmologists, Diagnostic testing, Optometrists, Orthodontists, Orthopedic surgeons, Otolaryngologist, Physical therapists, Psychiatrists, Pulmonologists, Speech therapists, Urologists

Analysis method(s)	Region	Population
Geomapping, Member Access to Providers Report	Statewide	Adult & Pediatric

Plan deficiencies for MDwise: 42 C.F.R. § 438.68

Description

As of October 2024, MDwise encountered challenges maintaining network adequacy for diagnostic testing providers, dentists, and orthodontists.

Analyses used to identify deficiencies

Geomapping
Frequency of compliance findings (optional): Not answered, optional
Member Access to Providers Report

What the plan will do to achieve compliance

This diagnostic testing deficiency was identified through the 2025 EQR, recently made available to the State and will be communicated with MDwise. MDwise continues to contract with Medicaid providers when they are enrolled to close access to care gaps.

Monitoring progress

MDwise's network adequacy concerns are addressed in the MCEs' monthly provider relations meetings with the Office of Medicaid Policy and Planning. In these meetings, the MCEs are expected to update the State on their efforts to close these gaps and the details of the outreach to providers.

13 Minimum number of network providers

Two (2) home health providers shall be available to provide services to the Contractor's members.

Provider type(s)

Specialist; Home Health

Analysis method(s)

Geomapping, Plan
Provider Directory
Review, Member
Access to Providers
Report

Region

County

Population

Adult & Pediatric

Plan deficiencies for MDwise: 42 C.F.R. § 438.68

Description

As of October 2024, MDwise encountered challenges maintaining network adequacy for home health providers.

Analyses used to identify deficiencies

Geomapping

Frequency of compliance findings (optional): Not answered, optional

What the plan will do to achieve compliance

This deficiency was identified through the 2025 EQR, recently made available to the State and will be communicated with MDwise. MDwise continues to contract with Medicaid providers when they are enrolled to close access to care gaps.

Monitoring progress

MDwise's network adequacy concerns are addressed in the MCEs' monthly provider relations meetings with the Office of Medicaid Policy and Planning. In these meetings, the MCEs are expected to update the State on their efforts to close these gaps and the details of the outreach to providers.

Reassessment date

01/31/2026

18 Maximum distance to travel

The transport distance to an inpatient psychiatric facility from the member's home shall be the usual and customary, not to exceed sixty (60) miles.

Provider type(s)

Mental health; inpatient psychiatric facilities

Analysis method(s)

Geomapping,
Member Access to
Providers Report

Region

Statewide

Population

Adult & Pediatric

Plan deficiencies for MDwise: 42 C.F.R. § 438.68

Description

As of October 2024, MDwise encountered challenges maintaining network adequacy for inpatient psychiatric facilities.

Analyses used to identify deficiencies

Geomapping

Frequency of compliance findings (optional): Not answered, optional

What the plan will do to achieve compliance

This deficiency was identified through the 2025 EQR, recently made available to the State and will be communicated with MDwise. MDwise continues to contract with Medicaid providers when they are enrolled to close access to care gaps.

Monitoring progress

MDwise's network adequacy concerns are addressed in the MCEs' monthly provider relations meetings with the Office of Medicaid Policy and Planning. In these meetings, the MCEs are expected to update the State on their efforts to close these gaps and the details of the outreach to providers.

Reassessment date

01/31/2026

20 Maximum distance to travel

The MCEs shall ensure the availability of a dentist practicing in general, family, and pediatric dentistry within thirty (30) miles of the member's residence.

Provider type(s)

Dental

Analysis method(s)

Region

Statewide

Population

Adult & Pediatric

Geomapping,
Member Access to
Providers Report

Plan deficiencies for MDwise: 42 C.F.R. § 438.68

Description

As of October 2024, MDwise encountered challenges maintaining network adequacy for general dentists.

Analyses used to identify deficiencies

Geomapping
Frequency of compliance findings (optional): Not answered, optional
Member Access to Providers Report

What the plan will do to achieve compliance

To alleviate this concern, MDwise currently has an open dental network and continues to contract with Medicaid providers when they are enrolled to close access gaps.

Monitoring progress

MDwise's network adequacy concerns are addressed in the MCEs' monthly provider relations meetings with the Office of Medicaid Policy and Planning. In these meetings, the MCEs are expected to update the State on their efforts to close these gaps and the details of the outreach to providers.

Reassessment date

01/31/2026

21 Maximum distance to travel

The MCEs shall ensure specialty dentists such as orthodontists and dental surgeons shall be available within sixty (60) miles of the member’s residence.

Provider type(s)

Dental

Analysis method(s)

Geomapping,
Member Access to
Providers Report

Region

Statewide

Population

Adult & Pediatric

Plan deficiencies for MDwise: 42 C.F.R. § 438.68

Description

As of October 2024, MDwise encountered challenges maintaining network adequacy for orthodontists.

Analyses used to identify deficiencies

Geomapping

Frequency of compliance findings (optional): Not answered, optional

Plan Provider Directory Review

Frequency of compliance findings (optional): Not answered, optional

Member Access to Providers Report

What the plan will do to achieve compliance

To alleviate this concern, MDwise currently has an open dental network and continues to contract with Medicaid providers when they are enrolled to close access gaps.

Monitoring progress

MDwise's network adequacy concerns are addressed in the MCEs' monthly provider relations meetings with the Office of Medicaid Policy and Planning. In these meetings, the MCEs are expected to update the State on their efforts to close these gaps and the details of the outreach to providers.

Reassessment date

01/31/2026

Exceptions standards for 438.68

Total: 0 of 25

B. Assurance of plan compliance for 438.206

Indicator	Response
B. Assurance of plan compliance for 438.206	Yes, the plan complies on all standards based on all analyses
III.B.1 Indicate whether the state assures that the plan complies with the availability of services standards outlined in 42 C.F.R. § 438.206 the analyses the state conducted for the plan during the reporting period.	