



## HEALTH MAINTENANCE ORGANIZATION (HMO) NETWORK ACCESS PLAN CHECKLIST

Although we have made every effort to ensure the completeness of the information contained in this document, please consult the Texas Insurance Code (TIC), Title 28 of the Texas Administrative Code (28 TAC) and other applicable laws relating to HMO access plan requirements to determine the accuracy and completeness of all requirements.

<b>FILING REQUIREMENTS</b>	
<p>An HMO must file an access plan for approval, at least <b>30 days before implementation</b> if:</p> <ul style="list-style-type: none"> <li>• Specified covered health care service are not available within the mileage radii specified in 28 TAC §11.1607</li> <li>• Participating physicians and providers (hereinafter collectively referred to as “provider”) are not available within the required mileage radii</li> <li>• Providers are not located within such mileage radii</li> <li>• The HMO is not able to contract after good faith attempts</li> <li>• Providers meeting the HMO’s quality of care and credentialing requirements are not located within the required mileage radii</li> </ul>	28 TAC §11.1607(j)
<b>THIS ACCESS PLAN MUST INCLUDE THE FOLLOWING INFORMATION AND DOCUMENTATION</b>	
<p>The [approved] geographic area(s) identified by county, city, ZIP code, mileage, or other identifying data in which services and/or providers are not available within the approved area.</p>	28 TAC §11.1607(j)(1)
<ul style="list-style-type: none"> <li>• The reason(s) that covered health care services are not available (for each affected specialty).</li> <li>• The reason(s) that providers are not available to cover any specified health care service.</li> </ul>	28 TAC §11.1607(j)(2)
<p><b>Current Network Confirmation:</b> Map(s), with key and scale, identifying each area in which covered health care services and providers are not available to provide the affected health care services.</p> <p><b>Note:</b> The HMO must submit a map for each provider type that is not available to provide the affected health care service and which the HMO addresses in the access plan. See 28 TAC §11.1607(j)(8).</p>	28 TAC §11.1607(j)(3)
<p>The names and addresses of participating (contracted) providers who will be available to provide medical/health care services to enrollees in each geographic area identified in the map(s).</p> <p><b>Note:</b> TDI asks that HMOs submit provider list(s) in an Excel spreadsheet. See 28 TAC §11.1607(j) (8).</p>	28 TAC §11.1607(j)(5)

The names and addresses of non-participating (non-contracted with HMO) providers who are available to provide medical/health care services to enrollees in each geographic areas identified in the map(s).  <b>Note:</b> TDI asks that HMOs submit provider list(s) in an Excel spreadsheet. See 28 TAC §11.1607(j) (8).	28 TAC §11.1607(j)(6)
The HMO's plan for making covered health care services and/or providers available to enrollees in each geographic area identified in the map(s).	28 TAC §11.1607(j)(4)
The procedures the HMO follows to ensure that primary care physicians, general hospitals, and all other required specialties are available and accessible to enrollees.	28 TAC §11.1607(j)(7)
The procedures the HMO follows to ensure that out-of-network providers and hospital-based providers do not balance bill enrollees.	28 TAC §11.1607(j)(7)
Any other information that TDI needs to assess the HMO's access plan.	28 TAC §11.1607(j)(8)

**If you have questions or require assistance regarding the information provided on this checklist, please call 512-676-6400, select Option 8.**

**NOTICE ABOUT CERTAIN INFORMATION LAWS AND PRACTICES**

*With few exceptions, you are entitled to be informed about the information that the Texas Department of Insurance (TDI) collects about you. Under sections 552.021 and 552.023 of the Texas Government Code, you have a right to review or receive copies of information about yourself, including private information. However, TDI may withhold information for reasons other than to protect your right to privacy. Under section 559.004 of the Texas Government Code, you are entitled to request that TDI correct information that TDI has about you that is incorrect. For more information about the procedure and costs for obtaining information from TDI or about the procedure for correcting information kept by TDI, please contact the Agency Counsel Section of TDI's General Counsel Division at (512) 676-6551 or visit the Corrections Procedure section of TDI's website at [www.tdi.texas.gov](http://www.tdi.texas.gov).*