



Department of Consumer & Business Services

Insurance Division — 2

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**Network Adequacy
Annual Summary**

Network adequacy annual summary for **2008**.

Due on **June 30** for previous calendar year.

An insurer offering managed health insurance or preferred provider organization (PPO) insurance shall file an annual summary of the scope and adequacy of the provider network and of its ongoing monitoring that all covered services are reasonably accessible to enrollees. ORS 743.817, OAR 836-053-1190.

1. Company name: Health Net Health Plan of Oregon, Inc. Filing date: June 29, 2009
2. Company address: 13221 SW 68th Parkway
City, state, ZIP: Tigard, OR 97223
3. Company Web site: www.healthnet.com
4. Name, e-mail address, and phone number of the person completing this form:
Patrick Fuchs patrick.x.fuchs@healthnet.com 503-213-5376
5. Name, title, and department of manager responsible for oversight, communication, and monitoring of network adequacy:
Joanna Martson, Manager, Provider Relations
6. Phone number, address, or Web site at which enrollees can express concerns regarding network adequacy:
www.healthnet.com (888-802-7001)
7. URL of provider directory for enrollees: www.healthnet.com
How often is this Web page updated? daily
8. Does the provider directory indicate which providers speak languages other than English?
 No Yes Specify languages available besides English: Spanish
Publication title, date, and page, or URL: ww.healthnet.com
9. Does the company mail a provider directory to enrollees upon request?
 No Yes Phone number for enrollee request of directory: 888-802-7001
10. How often does the company inform enrollees of changes to the provider network by the following means?
Newsletter, mailer, or insert: as needed Phone call: as needed E-mail message: n/a
Other; specify means and frequency: _____
11. Total number of enrollee communications of any kind that the company has received during the year expressing difficulty in obtaining an appointment with a provider: 15

12. Minimum number of hours/days/weeks that providers must make preventive care available:

5 days per week Is this a company requirement or goal?

13. Minimum number of hours/days/weeks that providers must make routine primary care available:

5 days per week Is this a company requirement or goal?

14. Minimum number of hours/days/weeks that providers must make urgent care available:

24 hours per day Is this a company requirement or goal?

15. For each region or geographic area of the state that your company serves, note the days and hours that urgent care is available outside regular business hours (Monday-Friday, 8 a.m.-5 p.m.):

- Area 1: Clackamas, Multnomah, Washington, and Yamhill counties..... 5pm - 8am
- Area 2: Benton, Lane, and Linn counties 5pm - 8am
- Area 3: Marion and Polk counties 5pm - 8am
- Area 4: Deschutes, Klamath, and Lake counties 5pm - 8am
- Area 5: Clatsop, Columbia, Coos, Curry, Lincoln, and Tillamook counties..... 5pm - 8am
- Area 6: Baker, Crook, Gilliam, Grant, Harney, Hood River, Jefferson, Malheur, Morrow, Sherman, Umatilla, Union, Wallowa, Wasco, and Wheeler counties 5pm - 8am
- Area 7: Douglas, Jackson, and Josephine counties 5pm - 8am

16. How often does the company conduct a formal review of network adequacy?

Never Monthly Quarterly Annually Other: ongoing assessment related to new providers joining the network

17. Specify how the company uses information from formal reviews to improve client access to providers:

Review data and composition of provider network to ensure appropriate member access is available for all available specialties within a region. If access is not adequate, specific recruiting efforts are made to contract with providers in underserved areas

18. Which company officials receive regular reports on network adequacy?

None Senior management Board of directors Other: Provider Network Management team

19. Does the company keep information on which physicians are accepting new patients?

No Yes How often is this information updated?
 Daily Weekly Monthly Quarterly Annually Other: _____

20. Describe how enrollees can find out which physicians are accepting patients:

The Health Net MD search website indicates which physicians are accepting new patients as well as customer contact staff are available upon request.