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BULLETIN NO. 2016-014

TO: NONPROFIT HEALTH CARE PLANS, HEALTH MAINTENANCE ORGANIZATIONS, AND PREFERRED PROVIDER ORGANIZATIONS OFFERING QUALIFIED HEALTH PLANS IN THE HEALTH INSURANCE MARKETPLACE

FROM: JOHN G. FRANCHINI, SUPERINTENDENT OF INSURANCE

DATE: MAY 26, 2016

RE: PROVIDER DIRECTORIES

I. BACKGROUND AND PURPOSE

The State of New Mexico Office of the Superintendent of Insurance is legally required to regulate health insurance coverage for the state of New Mexico as well as conduct marketplace plan management required for insurers' participation in the federally-supported, state-based marketplace (SSBM). Included and in conjunction with these duties, the Office of the Superintendent of insurance (OSI) must perform regular functions to approve forms, templates, network adequacy, and review rates for all health plans sold in New Mexico. The Office of the Superintendent of Insurance's goal is to make health plan regulation as efficient and streamlined as possible for health insurers, thereby reducing costs and creating a level playing field.

Bulletins are OSI's interpretations of existing insurance law or general statements of OSI policy. Bulletins themselves establish neither binding norms nor a final determination of rights.

II. APPLICABILITY AND SCOPE

This notice is issued to all entities (insurers) issuing health insurance policies on the health insurance marketplace subject to the jurisdiction of the Office of the Superintendent (OSI).

III. PROVIDER DIRECTORIES

Beginning July 1, 2016, and on the 15th of each month moving forward, all insurance carriers offering qualified health plans through New Mexico's Health Insurance Marketplace (BeWellNM) are required to submit their health plan provider contracted network lists in a standardized format. Qualified health plan carriers must submit their contracted healthcare provider lists using the OSI Provider List Template format in an Excel workbook with an .xls or .xlsx file extension. The OSI Provider List Template can be found via the New Mexico Office of the Superintendent of Insurance, Life and Health Rate and Form Filing Website - <http://www.osi.state.nm.us/LifeHealthFiling/index.aspx>.

Carriers must submit the Provider List Template with a file name using the carrier name, plan name, metal level or tier, if applicable, and date the last date by which that data was updated. The Provider List Template includes a required field for each provider's National Provider Identifier Number. If you do not know the NPI for your provider, please contact the provider to acquire it. If a provider does not have an NPI, enter 0000000000 (10 digits) in the NPI field. If a healthcare provider has more than one location, that healthcare provider should be listed for each location in separate rows in the Excel worksheet. Please use the Glossary of Terms on the second tab of the file for an explanation of the template's information fields.

Only providers that are actively practicing medicine may be included on a carrier's provider list. Carriers must eliminate providers with an inactive or 'on probation' license status as these will not be included when calculating the network adequacy percentage. The column names in the Provider List Template must not be changed. If the file submitted does not meet the above criteria, it will be rejected.

To ensure accuracy and uniformity of provider data, the Provider List Template spreadsheet contains listings of provider and facility types from national provider and facility accrediting agencies. To the extent possible, OSI strongly suggests that carriers standardize facility listings and providers' specialty and sub-specialty listings using the formats in the provider and facility tabs of the document. Additionally, carriers are strongly encouraged to

begin collecting and reporting data on facilities' accessibility to individuals with limited mobility and sight.

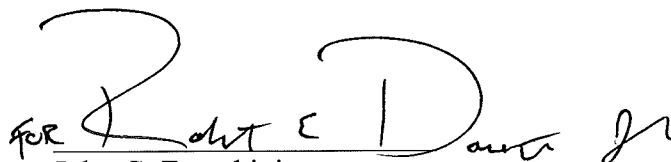
All QHP issuers must include essential community providers (ECPs) in their networks. ECPs are defined in federal law as those providers that serve low-income and medically underserved individuals. The non-exhaustive list of ECP's published by CMS can be found here - <https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Marketplaces/Downloads/FINAL-non-exhaustive-HHS-List-of-ECPs-for-PY-2016.xlsx>. The Provider List Template requests that carriers designate whether a provider or facility qualifies as an ECP.

Carriers are required to submit provider lists that include all contracted providers within the State of New Mexico's geographic borders. However, to ensure that New Mexico's health insurance consumers have sufficient access to health care services, the Superintendent requests that carriers include contracted providers from border states and cities, including Lubbock, Texas; Midland-Odessa, Texas; Amarillo, Texas; El Paso, Texas; Tucson, Arizona; and Durango, Colorado, in their Provider List Template submissions.

All Provider List Template spreadsheets shall be submitted through SERFF in Excel format. Technical questions about completion and submission of the Provider List Template and questions about New Mexico's network adequacy requirements can be sent to Ryan Vigil at Ryan.Vigil@state.nm.us, Kika Peña at Margaret.Pena@state.nm.us, or Paige Duhamel at Paige.Duhamel@state.nm.us.

ISSUED at Santa Fe, New Mexico on May 26, 2016.

OFFICE OF NEW MEXICO SUPERINTENDENT OF INSURANCE


John G. Franchini
Superintendent of Insurance