



# NETWORK ADEQUACY STANDARDS

April 2024

# **STANDARD PLAN**

# Standard Plan Network Adequacy Time or Distance Standards

Service Type	Urban County Standard	Rural County Standard
Primary Care	≥ 2 providers within 30 minutes or 10 miles for at least 95% of Members	≥ 2 providers within 30 minutes or 30 miles for at least 95% of Members
Specialty Care	≥ 2 providers (per specialty type) within 30 minutes or 15 miles for at least 95% of Members	≥ 2 providers (per specialty type) within 60 minutes or 60 miles for at least 95% of Members
Hospitals*	≥ 1 hospitals within 30 minutes or 15 miles for at least 95% of Members	≥ 1 hospitals within 30 minutes or 30 miles for at least 95% of Members
Pharmacies*	≥ 2 pharmacies within 30 minutes or 10 miles for at least 95% of Members	≥ 2 pharmacies within 30 minutes or 30 miles for at least 95% of Members
Obstetrics <sup>1</sup>	≥ 2 providers within 30 minutes or 10 miles for at least 95% of Members	≥ 2 providers within 30 minutes or 30 miles for at least 95% of Members
Occupational, Physical, or Speech Therapists*	≥ 2 providers (of each provider type) within 30 minutes or 10 miles for at least 95% of Members	≥ 2 providers (of each provider type) within 30 minutes or 30 miles for at least 95% of Members
Outpatient Behavioral Health Services	<ul style="list-style-type: none"> <li>≥ 2 providers of each outpatient behavioral health service within 30 minutes or 30 miles of residence for at least 95% of Members</li> <li>Research-based behavioral health treatment for Autism Spectrum Disorder (ASD): Not subject to standard</li> </ul>	<ul style="list-style-type: none"> <li>≥ 2 providers of each outpatient behavioral health service within 45 minutes or 45 miles of residence for at least 95% of Members</li> <li>Research-based behavioral health treatment for Autism Spectrum Disorder (ASD): Not subject to standard</li> </ul>

<sup>1</sup>Measured on members who are female and age 14 through age 44. Certified Nurse Midwives may be included to satisfy OB access requirements.

\*DHHS will not utilize geo-mapping analysis to validate compliance with these standards. PHPs will submit other evidence to demonstrate compliance with these standards.

# Standard Plan Network Adequacy Time or Distance Standards

Service Type	Urban County Standard	Rural County Standard
Location Based Services (Behavioral Health)	≥ 2 providers of each service within 30 minutes or 30 miles of residence for at least 95% of Members	≥ 2 providers of each service within 45 minutes or 45 miles of residence for at least 95% of Members
Crisis Services (Behavioral Health)	≥ 1 provider of each crisis service within each PHP Region	
Inpatient Behavioral Health Services	≥ 1 provider of each inpatient BH service within each PHP Region	
Partial Hospitalization (Behavioral Health)	≥ 1 provider of partial hospitalization within 30 minutes or 30 miles for at least 95% of Members	≥ 1 provider of specialized services partial hospitalization within 60 minutes or 6
All State Plan LTSS(except nursing facilities)*	PHP must have at least 2 LTSS provider types (Home Care providers and Home Health providers, including home health services, private duty nursing services, personal care services, and hospice services), identified by distinct NPI, accepting new patients available to deliver each State Plan LTSS in every county.	PHP must have at least 2 providers accepting new patients available to deliver each State Plan LTSS in every county; providers are not required to live in the same county in which they provide services.
Nursing Facilities*	PHP must have at least 1 nursing facility accepting new patients in every county.	PHP must have at least 1 nursing facility accepting new patients in every county.

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# **MEDICAID DIRECT**

# Medicaid Direct Network Adequacy Time or Distance Standards

Service Type	Urban County Standard	Rural County Standard
<b>Outpatient BH Services</b>	<ul style="list-style-type: none"> <li>• ≥ 2 providers of each outpatient BH service within 30 minutes or 30 miles of residence for at least 95% of members</li> <li>• <i>Research-based Behavioral Health treatment for Autism Spectrum Disorder (ASD): Not subject to standard</i></li> </ul>	<ul style="list-style-type: none"> <li>• ≥ 2 providers of each outpatient BH service within 45 minutes or 45 miles of residence for at least 95% of members</li> <li>• <i>Research-based Behavioral Health treatment for Autism Spectrum Disorder (ASD): Not subject to standard</i></li> </ul>
<b>Location-Based Services</b>	<ul style="list-style-type: none"> <li>• <i>Psychosocial Rehabilitation, Substance Abuse Comprehensive Outpatient Treatment, Substance Abuse Intensive Outpatient Program, and Outpatient Opioid Treatment (OTP):</i> ≥ 2 providers of each service within 30 minutes or 30 miles of residence for at least 95% of members</li> <li>• <i>Child and Adolescent Day Treatment Services: Not subject to standard</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Psychosocial Rehabilitation, Substance Abuse Comprehensive Outpatient, Substance Abuse Intensive Outpatient Program, and Outpatient Opioid Treatment (OTP):</i> ≥ 2 providers of each service within 45 minutes or 45 miles of residence for at least 95% of members</li> <li>• <i>Child and Adolescent Day Treatment Services: Not subject to standard</i></li> </ul>
<b>Crisis Services</b>	<ul style="list-style-type: none"> <li>• <i>Professional treatment services in facility-based crisis program:</i> The greater of:               <ul style="list-style-type: none"> <li>• 2+ facilities within each PIHP Region, OR</li> <li>• 1 facility within each Region per 450,000 total regional population (Total regional population as estimated by combining NC OSBM county estimates).</li> </ul> </li> <li>• <i>Facility-based crisis services for children and adolescents:</i> ≥ 1 provider within each PIHP Region</li> <li>• <i>Medically Monitored Inpatient Withdrawal Services (non-hospital medical detoxification):</i> ≥ 2 provider within each PIHP Region</li> <li>• <i>Ambulatory withdrawal management without extended on-site monitoring (ambulatory detoxification), Ambulatory withdrawal management with extended on-site monitoring, Clinically managed residential withdrawal (social setting detoxification):</i> ≥ 1 provider of each crisis service within each PIHP Region</li> <li>• <i>Medically supervised or alcohol drug abuse treatment center (ADATC) detoxification crisis stabilization (adult): Not subject to standard</i></li> </ul>	

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# Medicaid Direct Network Adequacy Time or Distance Standards

Service Type	Urban County Standard	Rural County Standard
Inpatient BH Services	≥ 1 provider of each inpatient BH service within each PIHP region	
Partial Hospitalization	≥ 1 provider of partial hospitalization within 30 minutes or 30 miles for at least 95% of members	≥ 1 provider of partial hospitalization within 60 minutes or 60 miles for at least 95% of members
Community/Mobile Services	≥ 2 providers of community/mobile services within each PIHP Region. Each county in PIHP Region must have access to ≥ 1 provider that is accepting new patients.	
Residential Treatment Services	<ul style="list-style-type: none"> <li>• <i>Residential Treatment Facility Services</i>: Access to ≥ 1 licensed provider per PIHP Region</li> <li>• Medically Monitored Intensive Inpatient Services (Substance abuse medically monitored residential treatment): Access to ≥ 1 licensed provider per PIHP Region (<i>refer to 10A NCAC 27G.3400</i>)</li> <li>• Clinically Managed Residential Services (Substance abuse non-medical community residential treatment):</li> <li>• <i>Adult</i>: Access to ≥ 1 licensed provider per PIHP Region (refer to licensure requirements to be determined by the Department: Not subject to standard until 90 calendar days after licensure requirements are established)</li> <li>• <i>Adolescent</i>: Contract with all designated CASPs statewide</li> <li>• <i>Women &amp; Children</i>: Contract with all designated CASPs statewide</li> <li>• Clinically Managed Population-Specific High Intensity Residential Program: contract with all designated CASPs</li> <li>• Clinically Managed Low-Intensity Residential Treatment Services (substance abuse halfway house):</li> <li>• <i>Adult</i>: Access to ≥1 male and ≥1 female program per PIHP Region (Refer to 10A NCAC 27G .5600)<sup>814</sup></li> <li>• <i>Adolescent</i>: Access to ≥1 program per PIHP Region (refer to 10A NCAC 27G.5600)</li> <li>• <i>Psychiatric Residential Treatment Facilities (PRTFs) &amp; Intermediate Care Facilities for individuals with intellectual disabilities ICF-IID</i>: Not subject to standard</li> </ul>	

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# Medicaid Direct Network Adequacy Time or Distance Standards

Service Type	Urban County Standard	Rural County Standard
1915(c) HCBS Waiver Services: NC Innovations	<ul style="list-style-type: none"> <li>• <i>Community Living &amp; Support, Community Networking, Residential Supports, Respite, Supported Employment, Supported Living</i>: ≥ 2 providers of each Innovations waiver service within each PIHP Region</li> <li>• <i>Crisis Intervention &amp; Stabilization Supports, Day Supports, Financial Support Services</i>: ≥ 1 provider of each Innovations waiver service within each PIHP Region</li> <li>• <i>Assistive Technology Equipment and Supplies, Community Transition, Home Modifications, Individual Directed Goods and Services, Natural Supports Education, Specialized Consultation, Vehicle Modification</i>: Not subject to standard</li> </ul>	
1915(i) Services	<ul style="list-style-type: none"> <li>• <i>Community Living and Supports, Individual and Transitional Supports, Out-of-Home Respite, Supported Employment (for Members with I/DD and TBI), Individual Placement and Support (for Members with a qualifying mental health condition or SUD)</i>: ≥ 2 providers of each 1915(i) service within each PIHP Region</li> <li>• <i>In-Home Respite</i>: ≥ 2 providers within 45 minutes of the member’s residence.</li> <li>• <i>Community Transition</i>: Not subject to standard</li> </ul>	
All State Plan LTSS (except nursing facilities and 1915(i) services)*	<ul style="list-style-type: none"> <li>• ≥ 2 LTSS provider types (Home Care providers and Home Health providers, including home health services, private duty nursing services, personal care services, and hospice services), identified by distinct NPI, accepting new patients available to deliver each State Plan LTSS in every county</li> </ul>	
Employment and Housing Services	<ul style="list-style-type: none"> <li>• <i>Individual Placement and Supports (IPS) – Supported Employment (Adult MH)</i>: Eligible individuals shall have the choice of at least two (2) provider agencies within each PIHP Region. Each county in PIHP Region must have access to ≥1 provider that is accepting new patients</li> </ul>	

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