



State of California—Health and Human Services Agency
Department of Health Care Services



July 2021 Annual Network Certification Corrective Action Plan Report Medi-Cal Managed Care Health Plans

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Background and Overview

In accordance with Welfare and Institutions Code (WIC) section 14197, the Department of Health Care Services (DHCS) will annually publish on its website the outcomes of the Annual Network Certification reports for Medi-Cal managed care health plans (MCP).¹ This report identifies MCPs subject to a corrective action plan (CAP) due to noncompliance with the Annual Network Certification requirements, and each MCP's response to the CAP.

Under terms of the 2021 Annual Network Certification, MCPs were placed under a CAP for not meeting mandatory provider type requirements and/or not meeting time or distance standards.

Annual Network Certification CAP Components

MCPs did not meet mandatory provider type requirements in the following way:

- The MCP did not submit the appropriate documentation to verify contract signature pages for a sample of mandatory provider types from the MCP's provider data file. Thus, DHCS was unable to validate the MCP's contracting status with mandatory provider types.

MCPs did not meet time or distance standards for the required provider type(s) in the following ways:

- The MCP submitted inadequate accessibility analysis which failed to demonstrate that providers were within time or distance by ZIP code in their service area(s);
- The MCP did not submit an Alternative Access Standard (AAS) request(s) for provider(s) that were outside of time or distance for ZIP codes within the service area(s);
- The MCP submitted inadequate Alternative Access Standard (AAS) requests. DHCS has identified the MCP's AAS request(s) as incomplete per Attachment C of All Plan Letter 21-006;
- In reviewing the MCP's AAS request(s), DHCS identified a closer provider than the provider that the MCP requested.

Corrective Action Plan Process

MCPs that did not meet the Annual Network Certification requirements were placed under an Annual Network Certification CAP. After DHCS submitted the Assurance of Compliance to Centers for Medicare and Medicaid Services (CMS), DHCS notified the

¹ Code of Federal Regulations, C.F.R. 438.207

MCPs that they were placed under a CAP. Thereafter, DHCS held CAP entrance conferences with each MCP to discuss specific deficiencies that led to the imposition of the CAP. MCPs have six months to rectify their CAP deficiencies and are required to report on their progress monthly until the deficiencies have been corrected.

The CAP requires MCPs to immediately initiate and document good faith efforts to contract with out-of-network (OON) providers. MCPs must reach the enrollment and/or credentialing stage of the contracting process before the six-month CAP timeline expires. MCPs under a CAP are subject to a temporary standard that requires OON access, in addition to CAP mandates outlined.

Corrective Action Plan Mandates

Out-of-Network Access

For unmet Annual Network Certification requirements, MCPs must authorize OON services to meet time-and-distance and timely-access standards. If MCPs can provide services in-network and meet timely access standards, they may do so; however, they must document how they intend to meet these requirements without approving OON access.

DHCS will not include in future rate adjustments any increased costs that result from the requirement to authorize OON services during the CAP period; such costs will be the responsibility of the MCP.

Conversely, the MCP may choose not to refer members to a specific OON provider with whom the MCP has been unable to reach an agreement on payment or with whom the MCP has documented quality-of-care issues. MCPs must make best efforts and document all attempts to resolve non-substantive rate disputes. MCPs are also responsible for payment of all OON transportation costs. Further, MCPs must not deny access to OON services based on travel time or transportation costs.

Good Faith Contracting Efforts

The CAP requires MCPs to immediately initiate and document good faith efforts to contract with OON providers to increase compliance with standards for time or distance and appointment waiting time. MCPs must reach the enrollment and/or credentialing stage of the contracting process before the six-month CAP timeline expires.

Member Services Training

MCPs must ensure that all member services staff, who provide information to members for appointments or process authorization requests (including those of subcontractors), are aware of and appropriately trained on processing appointments to meet timely access and OON access requirements.

DHCS will require MCPs to submit their policies and procedures, call center scripts,

and training materials on OON access to DHCS for review and approval. DHCS will conduct secret shopper calls to validate the adequacy of member services staff training. MCP Member Services Handbooks must include procedures that members can use to access OON providers.

MCPs under a Corrective Action Plan

The following MCPs are under the 2021 Annual Network Certification CAP for not meeting mandatory provider type requirements:

- Anthem Blue Cross Partnership Plan

The following MCPs are under the 2021 Annual Network Certification CAP for not meeting time or distance requirements:

- Aetna Better Health of California
- Anthem Blue Cross Partnership Plan
- Health Net Community Solutions, Inc.
- Inland Empire Health Plan
- Molina Healthcare of California Partner Plan, Inc.

Specific deficiencies for each MCP are listed below. The MCPs' responses have been updated and all deficiencies have been rectified. All 2021 Annual Network Certification CAPs are closed.

If you have any questions regarding this report, please contact MCQMDNAU@dhcs.ca.gov

Corrective Action Plan Status

MCP	Date CAP Imposed	Date CAP Closed
Aetna Better Health	November 3, 2021	April 11, 2022
Anthem Blue Cross Partner Plan	November 2, 2021	September 27, 2022
Health Net	November 2, 2021	April 4, 2022
Inland Empire Health Plan	November 2, 2021	April 11, 2022
Molina Healthcare of California Partner Plan, Inc.	November 2, 2021	March 25, 2022

Aetna Better Health of California

Sacramento Reporting Unit

Provider Type	Adult/ Pediatric	Time or Distance	Reporting Unit	Description of Deficiency	MCP Response
Gastroenterology	Adult	Pass with Conditions	Sacramento	The MCP did not submit Alternative Access Standard (AAS) requests even though they are not meeting time or distance standards.	Aetna Better Health of California submitted AAS request(s) during the CAP process that was not initially provided to DHCS.
HIV/AIDS Specialists/ Infectious Diseases	Adult	Pass with Conditions	Sacramento	The MCP did not submit Alternative Access Standard (AAS) requests even though they are not meeting time or distance standards.	Aetna Better Health of California submitted AAS request(s) during the CAP process that was not initially provided to DHCS.
Gastroenterology	Pediatric	Pass with Conditions	Sacramento	The MCP did not submit Alternative Access Standard (AAS) requests even though they are not meeting time or distance standards.	Aetna Better Health of California submitted AAS request(s) during the CAP process that was not initially provided to DHCS.
Hematology	Pediatric	Pass with Conditions	Sacramento	The MCP did not submit Alternative Access Standard (AAS) requests even though they are not meeting time or distance standards.	Aetna Better Health of California submitted AAS request(s) during the CAP process that was not initially provided to DHCS.
HIV/AIDS Specialists/ Infectious Diseases	Pediatric	Pass with Conditions	Sacramento	The MCP did not submit Alternative Access Standard (AAS) requests even though they are not meeting time or distance standards.	Aetna Better Health of California submitted AAS request(s) during the CAP process that was not initially provided to DHCS.
Nephrology	Pediatric	Pass with Conditions	Sacramento	The MCP did not submit Alternative Access Standard (AAS) requests even though	Aetna Better Health of California submitted AAS request(s) during the CAP

Provider Type	Adult/ Pediatric	Time or Distance	Reporting Unit	Description of Deficiency	MCP Response
				they are not meeting time or distance standards.	process that was not initially provided to DHCS.
Oncology	Pediatric	Pass with Conditions	Sacramento	The MCP did not submit Alternative Access Standard (AAS) requests even though they are not meeting time or distance standards.	Aetna Better Health of California submitted AAS request(s) during the CAP process that was not initially provided to DHCS.
Physical Medicine and Rehabilitation	Pediatric	Pass with Conditions	Sacramento	The MCP did not submit Alternative Access Standard (AAS) requests even though they are not meeting time or distance standards.	Aetna Better Health of California submitted AAS request(s) during the CAP process that was not initially provided to DHCS.

San Diego Reporting Unit

Provider Type	Adult/ Pediatric	Time or Distance	Reporting Unit	Description of Deficiency	MCP Response
PCP	Adult	Pass with Conditions	San Diego	<p>The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.</p> <p>Additionally, the MCP did not submit Alternative Access Standard (AAS) requests even though they are not meeting time or distance standards.</p>	<p>Aetna Better Health of California resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Aetna Better Health of California providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.</p> <p>Additionally, Aetna Better Health of California submitted AAS request(s) during the CAP process</p>

Provider Type	Adult/ Pediatric	Time or Distance	Reporting Unit	Description of Deficiency	MCP Response
					that was not initially provided to DHCS.
PCP	Pediatric	Pass with Conditions	San Diego	<p>The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.</p> <p>Additionally, the MCP did not submit Alternative Access Standard (AAS) requests even though they are not meeting time or distance standards.</p>	<p>Aetna Better Health of California resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Aetna Better Health of California providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.</p> <p>Additionally, Aetna Better Health of California submitted AAS request(s) during the CAP process that was not initially provided to DHCS.</p>
OB/GYN (Specialty Care)	N/A	Pass with Conditions	San Diego	<p>The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.</p> <p>Additionally, the MCP did not submit Alternative Access Standard (AAS) requests even though they are not meeting time or distance standards.</p>	<p>Aetna Better Health of California resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Aetna Better Health of California providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.</p>

Provider Type	Adult/ Pediatric	Time or Distance	Reporting Unit	Description of Deficiency	MCP Response
					Additionally, Aetna Better Health of California submitted AAS request(s) during the CAP process that was not initially provided to DHCS.
Cardiology/ Interventional Cardiology	Adult	Pass with Conditions	San Diego	<p>The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.</p> <p>Additionally, the MCP did not submit Alternative Access Standard (AAS) requests even though they are not meeting time or distance standards.</p>	<p>Aetna Better Health of California resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Aetna Better Health of California providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.</p> <p>Additionally, Aetna Better Health of California submitted AAS request(s) during the CAP process that was not initially provided to DHCS.</p>
Dermatology	Adult	Pass with Conditions	San Diego	<p>The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.</p> <p>Additionally, the MCP did not submit Alternative Access</p>	<p>Aetna Better Health of California resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Aetna Better Health of California providers were within the</p>

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Endocrinology	Adult	Pass with Conditions	San Diego	The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards. Additionally, the MCP did not submit Alternative Access Standard (AAS) requests even though they are not meeting time or distance standards.	Aetna Better Health of California resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Aetna Better Health of California providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted. Additionally, Aetna Better Health of California submitted AAS request(s) during the CAP process that was not initially provided to DHCS.
ENT/ Otolaryngology	Adult	Pass with Conditions	San Diego	The MCP did not submit adequate accessibility analyses charts demonstrating	Aetna Better Health of California resubmitted updated accessibility

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Gastroenterology	Adult	Pass with Conditions	San Diego	<p>The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.</p> <p>Additionally, the MCP did not submit Alternative Access Standard (AAS) requests even though they are not meeting time or distance standards.</p>	<p>Aetna Better Health of California resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Aetna Better Health of California providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.</p> <p>Additionally, Aetna Better Health of California submitted AAS request(s) during the CAP process</p>

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General Surgery	Adult	Pass with Conditions	San Diego	<p>The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.</p> <p>Additionally, the MCP did not submit Alternative Access Standard (AAS) requests even though they are not meeting time or distance standards.</p>	<p>Aetna Better Health of California resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Aetna Better Health of California providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.</p> <p>Additionally, Aetna Better Health of California submitted AAS request(s) during the CAP process that was not initially provided to DHCS.</p>
Hematology	Adult	Pass with Conditions	San Diego	<p>The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.</p> <p>Additionally, the MCP did not submit Alternative Access Standard (AAS) requests even though they are not meeting time or distance standards.</p>	<p>Aetna Better Health of California resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Aetna Better Health of California providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.</p>

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					<p>Additionally, Aetna Better Health of California submitted AAS request(s) during the CAP process that was not initially provided to DHCS.</p>
HIV/AIDS Specialists/ Infectious Diseases	Adult	Pass with Conditions	San Diego	<p>The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.</p> <p>Additionally, the MCP did not submit Alternative Access Standard (AAS) requests even though they are not meeting time or distance standards.</p>	<p>Aetna Better Health of California resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Aetna Better Health of California providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.</p> <p>Additionally, Aetna Better Health of California submitted AAS request(s) during the CAP process that was not initially provided to DHCS.</p>
Nephrology	Adult	Pass with Conditions	San Diego	<p>The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.</p> <p>Additionally, the MCP did not submit Alternative Access</p>	<p>Aetna Better Health of California resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Aetna Better Health of California providers were within the</p>

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Neurology	Adult	Pass with Conditions	San Diego	The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards. Additionally, the MCP did not submit Alternative Access Standard (AAS) requests even though they are not meeting time or distance standards.	Aetna Better Health of California resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Aetna Better Health of California providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted. Additionally, Aetna Better Health of California submitted AAS request(s) during the CAP process that was not initially provided to DHCS.
Oncology	Adult	Pass with Conditions	San Diego	The MCP did not submit adequate accessibility analyses charts demonstrating	Aetna Better Health of California resubmitted updated accessibility

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Ophthalmology	Adult	Pass with Conditions	San Diego	<p>The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.</p> <p>Additionally, the MCP did not submit Alternative Access Standard (AAS) requests even though they are not meeting time or distance standards.</p>	<p>Aetna Better Health of California resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Aetna Better Health of California providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.</p> <p>Additionally, Aetna Better Health of California submitted AAS request(s) during the CAP process</p>

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Orthopedic Surgery	Adult	Pass with Conditions	San Diego	<p>The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.</p> <p>Additionally, the MCP did not submit Alternative Access Standard (AAS) requests even though they are not meeting time or distance standards.</p>	<p>Aetna Better Health of California resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Aetna Better Health of California providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.</p> <p>Additionally, Aetna Better Health of California submitted AAS request(s) during the CAP process that was not initially provided to DHCS.</p>
Physical Medicine and Rehabilitation	Adult	Pass with Conditions	San Diego	<p>The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.</p> <p>Additionally, the MCP did not submit Alternative Access Standard (AAS) requests even though they are not meeting time or distance standards.</p>	<p>Aetna Better Health of California resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Aetna Better Health of California providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.</p>

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Psychiatry	Adult	Pass with Conditions	San Diego	<p>The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.</p> <p>Additionally, the MCP did not submit Alternative Access Standard (AAS) requests even though they are not meeting time or distance standards.</p>	<p>Aetna Better Health of California resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Aetna Better Health of California providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.</p> <p>Additionally, Aetna Better Health of California submitted AAS request(s) during the CAP process that was not initially provided to DHCS.</p>
Pulmonology	Adult	Pass with Conditions	San Diego	<p>The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.</p> <p>Additionally, the MCP did not submit Alternative Access</p>	<p>Aetna Better Health of California resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Aetna Better Health of California providers were within the</p>

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Cardiology/ Interventional Cardiology	Pediatric	Pass with Conditions	San Diego	<p>The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.</p> <p>Additionally, the MCP did not submit Alternative Access Standard (AAS) requests even though they are not meeting time or distance standards.</p>	<p>Aetna Better Health of California resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Aetna Better Health of California providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.</p> <p>Additionally, Aetna Better Health of California submitted AAS request(s) during the CAP process that was not initially provided to DHCS.</p>
Dermatology	Pediatric	Pass with Conditions	San Diego	The MCP did not submit adequate accessibility analyses charts demonstrating	Aetna Better Health of California resubmitted updated accessibility

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Gastroenterology	Pediatric	Pass with Conditions	San Diego	<p>The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.</p> <p>Additionally, the MCP did not submit Alternative Access Standard (AAS) requests even though they are not meeting time or distance standards.</p>	<p>Aetna Better Health of California resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Aetna Better Health of California providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.</p>

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Neurology	Pediatric	Pass with Conditions	San Diego	<p>The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.</p> <p>Additionally, the MCP did not submit Alternative Access Standard (AAS) requests even though they are not meeting time or distance standards.</p>	<p>Aetna Better Health of California resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Aetna Better Health of California providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.</p> <p>Additionally, Aetna Better Health of California submitted AAS request(s) during the CAP process</p>

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Oncology	Pediatric	Pass with Conditions	San Diego	<p>The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.</p> <p>Additionally, the MCP did not submit Alternative Access Standard (AAS) requests even though they are not meeting time or distance standards.</p>	<p>Aetna Better Health of California resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Aetna Better Health of California providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.</p> <p>Additionally, Aetna Better Health of California submitted AAS request(s) during the CAP process that was not initially provided to DHCS.</p>
Ophthalmology	Pediatric	Pass with Conditions	San Diego	<p>The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.</p> <p>Additionally, the MCP did not submit Alternative Access Standard (AAS) requests even though they are not meeting time or distance standards.</p>	<p>Aetna Better Health of California resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Aetna Better Health of California providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.</p>

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Orthopedic Surgery	Pediatric	Pass with Conditions	San Diego	<p>The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.</p> <p>Additionally, the MCP did not submit Alternative Access Standard (AAS) requests even though they are not meeting time or distance standards.</p>	<p>Aetna Better Health of California resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Aetna Better Health of California providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.</p> <p>Additionally, Aetna Better Health of California submitted AAS request(s) during the CAP process that was not initially provided to DHCS.</p>
Physical Medicine and Rehabilitation	Pediatric	Pass with Conditions	San Diego	<p>The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.</p> <p>Additionally, the MCP did not submit Alternative Access</p>	<p>Aetna Better Health of California resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Aetna Better Health of California providers were within the</p>

Provider Type	Adult/ Pediatric	Time or Distance	Reporting Unit	Description of Deficiency	MCP Response
				Standard (AAS) requests even though they are not meeting time or distance standards.	time or distance standard due to the inadequate accessibility analyses charts previously submitted. Additionally, Aetna Better Health of California submitted AAS request(s) during the CAP process that was not initially provided to DHCS.
Psychiatry	Pediatric	Pass with Conditions	San Diego	The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards. Additionally, the MCP did not submit Alternative Access Standard (AAS) requests even though they are not meeting time or distance standards.	Aetna Better Health of California resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Aetna Better Health of California providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted. Additionally, Aetna Better Health of California submitted AAS request(s) during the CAP process that was not initially provided to DHCS.
Pulmonology	Pediatric	Pass with Conditions	San Diego	The MCP did not submit adequate accessibility analyses charts demonstrating	Aetna Better Health of California resubmitted updated accessibility

Provider Type	Adult/ Pediatric	Time or Distance	Reporting Unit	Description of Deficiency	MCP Response
				<p>that the MCP is meeting time or distance standards.</p> <p>Additionally, the MCP did not submit Alternative Access Standard (AAS) requests even though they are not meeting time or distance standards.</p>	<p>analyses charts to DHCS during the CAP process demonstrating Aetna Better Health of California providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.</p> <p>Additionally, Aetna Better Health of California submitted AAS request(s) during the CAP process that was not initially provided to DHCS.</p>
Mental Health Outpatient Services	Adult	Pass with Conditions	San Diego	<p>The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.</p> <p>Additionally, the MCP did not submit Alternative Access Standard (AAS) requests even though they are not meeting time or distance standards.</p>	<p>Aetna Better Health of California resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Aetna Better Health of California providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.</p> <p>Additionally, Aetna Better Health of California submitted AAS request(s) during the CAP process</p>

Provider Type	Adult/ Pediatric	Time or Distance	Reporting Unit	Description of Deficiency	MCP Response
					that was not initially provided to DHCS.
Mental Health Outpatient Services	Pediatric	Pass with Conditions	San Diego	<p>The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.</p> <p>Additionally, the MCP did not submit Alternative Access Standard (AAS) requests even though they are not meeting time or distance standards.</p>	<p>Aetna Better Health of California resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Aetna Better Health of California providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.</p> <p>Additionally, Aetna Better Health of California submitted AAS request(s) during the CAP process that was not initially provided to DHCS.</p>
Hospitals	N/A	Pass with Conditions	San Diego	<p>The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.</p> <p>Additionally, the MCP did not submit Alternative Access Standard (AAS) requests even though they are not meeting time or distance standards.</p>	<p>Aetna Better Health of California resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Aetna Better Health of California providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.</p>

Provider Type	Adult/ Pediatric	Time or Distance	Reporting Unit	Description of Deficiency	MCP Response
					Additionally, Aetna Better Health of California submitted AAS request(s) during the CAP process that was not initially provided to DHCS.

Anthem Blue Cross Partnership Plan

Alameda Reporting Unit

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
Mandatory Provider Types - Policies and Procedures	Pass with Conditions	Alameda	The MCP's policies and procedures for Mandatory Provider Types were found insufficient to meet the requirements.	Anthem Blue Cross Partnership Plan submitted updated policies and procedures during the CAP process to DHCS. Anthem Blue Cross Partnership Plan has revised the policies and procedures to ensure member access to services either in or out of the service area, including transportation.
Mandatory Provider Types - Validation	Pass with Conditions	Alameda	The MCP failed to meet the requirements during DHCS' validation process of the MCP's reported network contracted Mandatory Provider Types.	Anthem Blue Cross Partnership Plan submitted evidence of contracting efforts and supplemental documentation during the CAP process to demonstrate that Anthem Blue Cross Partnership Plan has

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
				initiated outreach or has provided sufficient justification(s) for the inability to contract with specific provider types.

Alpine Reporting Unit

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
Mandatory Provider Types - Policies and Procedures	Pass with Conditions	Alpine	The MCP's policies and procedures for Mandatory Provider Types were found insufficient to meet the requirements.	Anthem Blue Cross Partnership Plan submitted updated policies and procedures during the CAP process to DHCS. Anthem Blue Cross Partnership Plan has revised the policies and procedures to ensure member access to services either in or out of the service area, including transportation.
Mandatory Provider Types - Validation	Pass with Conditions	Alpine	The MCP failed to meet the requirements during DHCS' validation process of the MCP's reported network contracted Mandatory Provider Types.	Anthem Blue Cross Partnership Plan submitted evidence of contracting efforts and supplemental documentation during the CAP process to demonstrate that Anthem Blue Cross Partnership Plan has initiated outreach or has provided sufficient justification(s) for the inability to contract with specific provider types.

Amador Reporting Unit

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
Mandatory Provider Types - Policies and Procedures	Pass with Conditions	Amador	The MCP's policies and procedures for Mandatory Provider Types were found insufficient to meet the requirements.	Anthem Blue Cross Partnership Plan submitted updated policies and procedures during the CAP process to DHCS. Anthem Blue Cross Partnership Plan has revised the policies and procedures to ensure member access to services either in or out of the service area, including transportation.
Mandatory Provider Types - Validation	Pass with Conditions	Amador	The MCP failed to meet the requirements during DHCS' validation process of the MCP's reported network contracted Mandatory Provider Types.	Anthem Blue Cross Partnership Plan submitted evidence of contracting efforts and supplemental documentation during the CAP process to demonstrate that Anthem Blue Cross Partnership Plan has initiated outreach or has provided sufficient justification(s) for the inability to contract with specific provider types.

Butte Reporting Unit

Provider Type	Adult/ Pediatric	Time or Distance	Reporting Unit	Description of Deficiency	MCP Response
PCP	Adult	Pass with Conditions	Butte	The MCP did not submit adequate accessibility	Anthem Blue Cross Partnership Plan

Provider Type	Adult/ Pediatric	Time or Distance	Reporting Unit	Description of Deficiency	MCP Response
				analyses charts demonstrating that the MCP is meeting time or distance standards.	resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Anthem Blue Cross Partnership Plan providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.
PCP	Pediatric	Pass with Conditions	Butte	The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.	Anthem Blue Cross Partnership Plan resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Anthem Blue Cross Partnership Plan providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.
OB/GYN (Specialty Care)	N/A	Pass with Conditions	Butte	The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.	Anthem Blue Cross Partnership Plan resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Anthem Blue Cross Partnership Plan providers were within

Provider Type	Adult/ Pediatric	Time or Distance	Reporting Unit	Description of Deficiency	MCP Response
					the time or distance standard due to the inadequate accessibility analyses charts previously submitted.
Cardiology/ Interventional Cardiology	Adult	Pass with Conditions	Butte	The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.	Anthem Blue Cross Partnership Plan resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Anthem Blue Cross Partnership Plan providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.
Dermatology	Adult	Pass with Conditions	Butte	The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.	Anthem Blue Cross Partnership Plan resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Anthem Blue Cross Partnership Plan providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.
Endocrinology	Adult	Pass with Conditions	Butte	The MCP did not submit adequate accessibility	Anthem Blue Cross Partnership Plan

Provider Type	Adult/ Pediatric	Time or Distance	Reporting Unit	Description of Deficiency	MCP Response
				analyses charts demonstrating that the MCP is meeting time or distance standards.	resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Anthem Blue Cross Partnership Plan providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.
ENT/ Otolaryngology	Adult	Pass with Conditions	Butte	The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.	Anthem Blue Cross Partnership Plan resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Anthem Blue Cross Partnership Plan providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.
Gastroenterology	Adult	Pass with Conditions	Butte	The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.	Anthem Blue Cross Partnership Plan resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Anthem Blue Cross Partnership Plan providers were within

Provider Type	Adult/ Pediatric	Time or Distance	Reporting Unit	Description of Deficiency	MCP Response
					the time or distance standard due to the inadequate accessibility analyses charts previously submitted.
General Surgery	Adult	Pass with Conditions	Butte	The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.	Anthem Blue Cross Partnership Plan resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Anthem Blue Cross Partnership Plan providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.
Hematology	Adult	Pass with Conditions	Butte	The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.	Anthem Blue Cross Partnership Plan resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Anthem Blue Cross Partnership Plan providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.
HIV/AIDS Specialists/ Infectious Diseases	Adult	Pass with Conditions	Butte	The MCP did not submit adequate accessibility	Anthem Blue Cross Partnership Plan

Provider Type	Adult/ Pediatric	Time or Distance	Reporting Unit	Description of Deficiency	MCP Response
				analyses charts demonstrating that the MCP is meeting time or distance standards.	resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Anthem Blue Cross Partnership Plan providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.
Nephrology	Adult	Pass with Conditions	Butte	The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.	Anthem Blue Cross Partnership Plan resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Anthem Blue Cross Partnership Plan providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.
Neurology	Adult	Pass with Conditions	Butte	The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.	Anthem Blue Cross Partnership Plan resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Anthem Blue Cross Partnership Plan providers were within

Provider Type	Adult/ Pediatric	Time or Distance	Reporting Unit	Description of Deficiency	MCP Response
					the time or distance standard due to the inadequate accessibility analyses charts previously submitted.
Oncology	Adult	Pass with Conditions	Butte	The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.	Anthem Blue Cross Partnership Plan resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Anthem Blue Cross Partnership Plan providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.
Ophthalmology	Adult	Pass with Conditions	Butte	The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.	Anthem Blue Cross Partnership Plan resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Anthem Blue Cross Partnership Plan providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.
Orthopedic Surgery	Adult	Pass with Conditions	Butte	The MCP did not submit adequate accessibility	Anthem Blue Cross Partnership Plan

Provider Type	Adult/ Pediatric	Time or Distance	Reporting Unit	Description of Deficiency	MCP Response
				analyses charts demonstrating that the MCP is meeting time or distance standards.	resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Anthem Blue Cross Partnership Plan providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.
Physical Medicine and Rehabilitation	Adult	Pass with Conditions	Butte	The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.	Anthem Blue Cross Partnership Plan resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Anthem Blue Cross Partnership Plan providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.
Psychiatry	Adult	Pass with Conditions	Butte	The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.	Anthem Blue Cross Partnership Plan resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Anthem Blue Cross Partnership Plan providers were within

Provider Type	Adult/ Pediatric	Time or Distance	Reporting Unit	Description of Deficiency	MCP Response
					the time or distance standard due to the inadequate accessibility analyses charts previously submitted.
Pulmonology	Adult	Pass with Conditions	Butte	The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.	Anthem Blue Cross Partnership Plan resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Anthem Blue Cross Partnership Plan providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.
Cardiology/ Interventional Cardiology	Pediatric	Pass with Conditions	Butte	The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.	Anthem Blue Cross Partnership Plan resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Anthem Blue Cross Partnership Plan providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.
Dermatology	Pediatric	Pass with Conditions	Butte	The MCP did not submit adequate accessibility	Anthem Blue Cross Partnership Plan

Provider Type	Adult/ Pediatric	Time or Distance	Reporting Unit	Description of Deficiency	MCP Response
				analyses charts demonstrating that the MCP is meeting time or distance standards.	resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Anthem Blue Cross Partnership Plan providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.
Endocrinology	Pediatric	Pass with Conditions	Butte	The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.	Anthem Blue Cross Partnership Plan resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Anthem Blue Cross Partnership Plan providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.
ENT/ Otolaryngology	Pediatric	Pass with Conditions	Butte	The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.	Anthem Blue Cross Partnership Plan resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Anthem Blue Cross Partnership Plan providers were within

Provider Type	Adult/ Pediatric	Time or Distance	Reporting Unit	Description of Deficiency	MCP Response
					the time or distance standard due to the inadequate accessibility analyses charts previously submitted.
Gastroenterology	Pediatric	Pass with Conditions	Butte	The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.	Anthem Blue Cross Partnership Plan resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Anthem Blue Cross Partnership Plan providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.
General Surgery	Pediatric	Pass with Conditions	Butte	The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.	Anthem Blue Cross Partnership Plan resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Anthem Blue Cross Partnership Plan providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.
Hematology	Pediatric	Pass with Conditions	Butte	The MCP did not submit adequate accessibility	Anthem Blue Cross Partnership Plan

Provider Type	Adult/ Pediatric	Time or Distance	Reporting Unit	Description of Deficiency	MCP Response
				analyses charts demonstrating that the MCP is meeting time or distance standards.	resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Anthem Blue Cross Partnership Plan providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.
HIV/AIDS Specialists/ Infectious Diseases	Pediatric	Pass with Conditions	Butte	The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.	Anthem Blue Cross Partnership Plan resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Anthem Blue Cross Partnership Plan providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.
Nephrology	Pediatric	Pass with Conditions	Butte	The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.	Anthem Blue Cross Partnership Plan resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Anthem Blue Cross Partnership Plan providers were within

Provider Type	Adult/ Pediatric	Time or Distance	Reporting Unit	Description of Deficiency	MCP Response
					the time or distance standard due to the inadequate accessibility analyses charts previously submitted.
Neurology	Pediatric	Pass with Conditions	Butte	The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.	Anthem Blue Cross Partnership Plan resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Anthem Blue Cross Partnership Plan providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.
Oncology	Pediatric	Pass with Conditions	Butte	The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.	Anthem Blue Cross Partnership Plan resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Anthem Blue Cross Partnership Plan providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.
Ophthalmology	Pediatric	Pass with Conditions	Butte	The MCP did not submit adequate accessibility	Anthem Blue Cross Partnership Plan

Provider Type	Adult/ Pediatric	Time or Distance	Reporting Unit	Description of Deficiency	MCP Response
				analyses charts demonstrating that the MCP is meeting time or distance standards.	resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Anthem Blue Cross Partnership Plan providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.
Orthopedic Surgery	Pediatric	Pass with Conditions	Butte	The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.	Anthem Blue Cross Partnership Plan resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Anthem Blue Cross Partnership Plan providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.
Physical Medicine and Rehabilitation	Pediatric	Pass with Conditions	Butte	The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.	Anthem Blue Cross Partnership Plan resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Anthem Blue Cross Partnership Plan providers were within

Provider Type	Adult/ Pediatric	Time or Distance	Reporting Unit	Description of Deficiency	MCP Response
					the time or distance standard due to the inadequate accessibility analyses charts previously submitted.
Psychiatry	Pediatric	Pass with Conditions	Butte	The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.	Anthem Blue Cross Partnership Plan resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Anthem Blue Cross Partnership Plan providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.
Pulmonology	Pediatric	Pass with Conditions	Butte	The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.	Anthem Blue Cross Partnership Plan resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Anthem Blue Cross Partnership Plan providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.
Mental Health Outpatient Services	Adult	Pass with Conditions	Butte	The MCP did not submit adequate accessibility	Anthem Blue Cross Partnership Plan

Provider Type	Adult/ Pediatric	Time or Distance	Reporting Unit	Description of Deficiency	MCP Response
				analyses charts demonstrating that the MCP is meeting time or distance standards.	resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Anthem Blue Cross Partnership Plan providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.
Mental Health Outpatient Services	Pediatric	Pass with Conditions	Butte	The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.	Anthem Blue Cross Partnership Plan resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Anthem Blue Cross Partnership Plan providers were within the time or distance standard due to the inadequate accessibility analyses charts previously submitted.
Hospitals	N/A	Pass with Conditions	Butte	The MCP did not submit adequate accessibility analyses charts demonstrating that the MCP is meeting time or distance standards.	Anthem Blue Cross Partnership Plan resubmitted updated accessibility analyses charts to DHCS during the CAP process demonstrating Anthem Blue Cross Partnership Plan providers were within

Provider Type	Adult/ Pediatric	Time or Distance	Reporting Unit	Description of Deficiency	MCP Response
					the time or distance standard due to the inadequate accessibility analyses charts previously submitted.

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
Mandatory Provider Types - Policies and Procedures	Pass with Conditions	Butte	The MCP's policies and procedures for Mandatory Provider Types were found insufficient to meet the requirements.	Anthem Blue Cross Partnership Plan submitted updated policies and procedures during the CAP process to DHCS. Anthem Blue Cross Partnership Plan has revised the policies and procedures to ensure member access to services either in or out of the service area, including transportation.
Mandatory Provider Types - Validation	Pass with Conditions	Butte	The MCP failed to meet the requirements during DHCS' validation process of the MCP's reported network contracted Mandatory Provider Types.	Anthem Blue Cross Partnership Plan submitted evidence of contracting efforts and supplemental documentation during the CAP process to demonstrate that Anthem Blue Cross Partnership Plan has initiated outreach or has provided sufficient justification(s) for the inability to contract with specific provider types.

Calaveras Reporting Unit

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
Mandatory Provider Types - Policies and Procedures	Pass with Conditions	Calaveras	The MCP's policies and procedures for Mandatory Provider Types were found insufficient to meet the requirements.	Anthem Blue Cross Partnership Plan submitted updated policies and procedures during the CAP process to DHCS. Anthem Blue Cross Partnership Plan has revised the policies and procedures to ensure member access to services either in or out of the service area, including transportation.
Mandatory Provider Types - Validation	Pass with Conditions	Calaveras	The MCP failed to meet the requirements during DHCS' validation process of the MCP's reported network contracted Mandatory Provider Types.	Anthem Blue Cross Partnership Plan submitted evidence of contracting efforts and supplemental documentation during the CAP process to demonstrate that Anthem Blue Cross Partnership Plan has initiated outreach or has provided sufficient justification(s) for the inability to contract with specific provider types.

Colusa Reporting Unit

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
Mandatory Provider Types - Policies and Procedures	Pass with Conditions	Colusa	The MCP's policies and procedures for Mandatory Provider Types were found	Anthem Blue Cross Partnership Plan submitted updated policies and

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
			insufficient to meet the requirements.	procedures during the CAP process to DHCS. Anthem Blue Cross Partnership Plan has revised the policies and procedures to ensure member access to services either in or out of the service area, including transportation.
Mandatory Provider Types - Validation	Pass with Conditions	Colusa	The MCP failed to meet the requirements during DHCS' validation process of the MCP's reported network contracted Mandatory Provider Types.	Anthem Blue Cross Partnership Plan submitted evidence of contracting efforts and supplemental documentation during the CAP process to demonstrate that Anthem Blue Cross Partnership Plan has initiated outreach or has provided sufficient justification(s) for the inability to contract with specific provider types.

Contra Costa Reporting Unit

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
Mandatory Provider Types	Pass with Conditions	Contra Costa	The MCP's submission of evidence detailing contracting status/efforts for LM(s) were found insufficient to meet the requirements.	Anthem Blue Cross Partnership Plan submitted evidence of contracting efforts and supplemental documentation during the CAP process to demonstrate that Anthem Blue Cross Partnership Plan

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
				has initiated outreach or has provided sufficient justification(s) for the inability to contract with the mandatory provider type.
Mandatory Provider Types - Policies and Procedures	Pass with Conditions	Contra Costa	The MCP's policies and procedures for Mandatory Provider Types were found insufficient to meet the requirements.	Anthem Blue Cross Partnership Plan submitted updated policies and procedures during the CAP process to DHCS. Anthem Blue Cross Partnership Plan has revised the policies and procedures to ensure member access to services either in or out of the service area, including transportation.
Mandatory Provider Types - Validation	Pass with Conditions	Contra Costa	The MCP failed to meet the requirements during DHCS' validation process of the MCP's reported network contracted Mandatory Provider Types.	Anthem Blue Cross Partnership Plan submitted evidence of contracting efforts and supplemental documentation during the CAP process to demonstrate that Anthem Blue Cross Partnership Plan has initiated outreach or has provided sufficient justification(s) for the inability to contract with specific provider types.

El Dorado Reporting Unit

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
Mandatory Provider Types - Policies and Procedures	Pass with Conditions	El Dorado	The MCP's policies and procedures for Mandatory Provider Types were found insufficient to meet the requirements.	Anthem Blue Cross Partnership Plan submitted updated policies and procedures during the CAP process to DHCS. Anthem Blue Cross Partnership Plan has revised the policies and procedures to ensure member access to services either in or out of the service area, including transportation.
Mandatory Provider Types - Validation	Pass with Conditions	El Dorado	The MCP failed to meet the requirements during DHCS' validation process of the MCP's reported network contracted Mandatory Provider Types.	Anthem Blue Cross Partnership Plan submitted evidence of contracting efforts and supplemental documentation during the CAP process to demonstrate that Anthem Blue Cross Partnership Plan has initiated outreach or has provided sufficient justification(s) for the inability to contract with specific provider types.

Fresno Reporting Unit

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
Mandatory Provider Types	Pass with Conditions	Fresno	The MCP's submission of evidence detailing contracting status/efforts for LM(s) were found insufficient and failed to meet the requirements.	Anthem Blue Cross Partnership Plan submitted evidence of contracting efforts and supplemental documentation during the

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
				CAP process to demonstrate that Anthem Blue Cross Partnership Plan has initiated outreach or has provided sufficient justification(s) for the inability to contract with the mandatory provider type.
Mandatory Provider Types - Policies and Procedures	Pass with Conditions	Fresno	The MCP's policies and procedures for Mandatory Provider Types were found insufficient to meet the requirements.	Anthem Blue Cross Partnership Plan submitted updated policies and procedures during the CAP process to DHCS. Anthem Blue Cross Partnership Plan has revised the policies and procedures to ensure member access to services either in or out of the service area, including transportation.
Mandatory Provider Types - Validation	Pass with Conditions	Fresno	The MCP failed to meet the requirements during DHCS' validation process of the MCP's reported network contracted Mandatory Provider Types.	Anthem Blue Cross Partnership Plan submitted evidence of contracting efforts and supplemental documentation during the CAP process to demonstrate that Anthem Blue Cross Partnership Plan has initiated outreach or has provided sufficient justification(s) for the inability to contract with specific provider types.

Glenn Reporting Unit

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
Mandatory Provider Types	Pass with Conditions	Glenn	The MCP's submission of evidence detailing contracting status/efforts for CNM(s) were found insufficient and failed to meet the requirements.	Anthem Blue Cross Partnership Plan submitted evidence of contracting efforts and supplemental documentation during the CAP process to demonstrate that Anthem Blue Cross Partnership Plan has initiated outreach or has provided sufficient justification(s) for the inability to contract with the mandatory provider type.
Mandatory Provider Types - Policies and Procedures	Pass with Conditions	Glenn	The MCP's policies and procedures for Mandatory Provider Types were found insufficient to meet the requirements.	Anthem Blue Cross Partnership Plan submitted updated policies and procedures during the CAP process to DHCS. Anthem Blue Cross Partnership Plan has revised the policies and procedures to ensure member access to services either in or out of the service area, including transportation.
Mandatory Provider Types - Validation	Pass with Conditions	Glenn	The MCP failed to meet the requirements during DHCS' validation process of the MCP's reported network contracted Mandatory Provider Types.	Anthem Blue Cross Partnership Plan submitted evidence of contracting efforts and supplemental documentation during the CAP process to demonstrate that Anthem

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
				Blue Cross Partnership Plan has initiated outreach or has provided sufficient justification(s) for the inability to contract with specific provider types.

Inyo Reporting Unit

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
Mandatory Provider Types	Pass with Conditions	Inyo	The MCP's submission of evidence detailing contracting status/efforts for FQHC(s) were found insufficient and failed to meet the requirements.	Anthem Blue Cross Partnership Plan submitted evidence of contracting efforts and supplemental documentation during the CAP process to demonstrate that Anthem Blue Cross Partnership Plan has initiated outreach or has provided sufficient justification(s) for the inability to contract with the mandatory provider type.
Mandatory Provider Types - Policies and Procedures	Pass with Conditions	Inyo	The MCP's policies and procedures for Mandatory Provider Types were found insufficient to meet the requirements.	Anthem Blue Cross Partnership Plan submitted updated policies and procedures during the CAP process to DHCS. Anthem Blue Cross Partnership Plan has revised the policies and procedures to ensure member access to services either in or out of the

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
				service area, including transportation.
Mandatory Provider Types - Validation	Pass with Conditions	Inyo	The MCP failed to meet the requirements during DHCS' validation process of the MCP's reported network contracted Mandatory Provider Types.	Anthem Blue Cross Partnership Plan submitted evidence of contracting efforts and supplemental documentation during the CAP process to demonstrate that Anthem Blue Cross Partnership Plan has initiated outreach or has provided sufficient justification(s) for the inability to contract with specific provider types.

Kings Reporting Unit

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
Mandatory Provider Types - Policies and Procedures	Pass with Conditions	Kings	The MCP's policies and procedures for Mandatory Provider Types were found insufficient to meet the requirements.	Anthem Blue Cross Partnership Plan submitted updated policies and procedures during the CAP process to DHCS. Anthem Blue Cross Partnership Plan has revised the policies and procedures to ensure member access to services either in or out of the service area, including transportation.
Mandatory Provider Types - Validation	Pass with Conditions	Kings	The MCP failed to meet the requirements during DHCS' validation process of the	Anthem Blue Cross Partnership Plan submitted evidence of contracting

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
			MCP's reported network contracted Mandatory Provider Types.	efforts and supplemental documentation during the CAP process to demonstrate that Anthem Blue Cross Partnership Plan has initiated outreach or has provided sufficient justification(s) for the inability to contract with specific provider types.

Madera Reporting Unit

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
Mandatory Provider Types - Policies and Procedures	Pass with Conditions	Madera	The MCP's policies and procedures for Mandatory Provider Types were found insufficient to meet the requirements.	Anthem Blue Cross Partnership Plan submitted updated policies and procedures during the CAP process to DHCS. Anthem Blue Cross Partnership Plan has revised the policies and procedures to ensure member access to services either in or out of the service area, including transportation.
Mandatory Provider Types - Validation	Pass with Conditions	Madera	The MCP failed to meet the requirements during DHCS' validation process of the MCP's reported network contracted Mandatory Provider Types.	Anthem Blue Cross Partnership Plan submitted evidence of contracting efforts and supplemental documentation during the CAP process to demonstrate that Anthem Blue Cross Partnership Plan

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
				has initiated outreach or has provided sufficient justification(s) for the inability to contract with specific provider types.

Mariposa Reporting Unit

Provider Type	Adult/ Pediatric	Time or Distance	Reporting Unit	Description of Deficiency	MCP Response
PCP	Adult	Pass with Conditions	Mariposa	The MCP did not submit complete Alternative Access Standard (AAS) request(s). Therefore, the AAS request was not approved.	Anthem Blue Cross Partnership Plan submitted updated AAS request(s) during the CAP process to DHCS. Anthem Blue Cross Partnership Plan has updated the AAS request(s) to include all required fields following the instructions per Attachment C of the All Plan Letter, 20-006.
PCP	Pediatric	Pass with Conditions	Mariposa	The MCP did not submit complete Alternative Access Standard (AAS) request(s). Therefore, the AAS request was not approved.	Anthem Blue Cross Partnership Plan submitted updated AAS request(s) during the CAP process to DHCS. Anthem Blue Cross Partnership Plan has updated the AAS request(s) to include all required fields following the instructions per Attachment C of the All Plan Letter, 20-006.

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
Mandatory Provider Types - Policies and Procedures	Pass with Conditions	Mariposa	The MCP's policies and procedures for Mandatory Provider Types were found insufficient to meet the requirements.	Anthem Blue Cross Partnership Plan submitted updated policies and procedures during the CAP process to DHCS. Anthem Blue Cross Partnership Plan has revised the policies and procedures to ensure member access to services either in or out of the service area, including transportation.
Mandatory Provider Types - Validation	Pass with Conditions	Mariposa	The MCP failed to meet the requirements during DHCS' validation process of the MCP's reported network contracted Mandatory Provider Types.	Anthem Blue Cross Partnership Plan submitted evidence of contracting efforts and supplemental documentation during the CAP process to demonstrate that Anthem Blue Cross Partnership Plan has initiated outreach or has provided sufficient justification(s) for the inability to contract with specific provider types.

Mono Reporting Unit

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
Mandatory Provider Types - Policies and Procedures	Pass with Conditions	Mono	The MCP's policies and procedures for Mandatory Provider Types were found	Anthem Blue Cross Partnership Plan submitted updated policies and procedures during the CAP

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
			insufficient to meet the requirements.	process to DHCS. Anthem Blue Cross Partnership Plan has revised the policies and procedures to ensure member access to services either in or out of the service area, including transportation.
Mandatory Provider Types - Validation	Pass with Conditions	Mono	The MCP failed to meet the requirements during DHCS' validation process of the MCP's reported network contracted Mandatory Provider Types.	Anthem Blue Cross Partnership Plan submitted evidence of contracting efforts and supplemental documentation during the CAP process to demonstrate that Anthem Blue Cross Partnership Plan has initiated outreach or has provided sufficient justification(s) for the inability to contract with specific provider types.

Nevada Reporting Unit

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
Mandatory Provider Types	Pass with Conditions	Nevada	The MCP's submission of evidence detailing contracting status/efforts for CNM(s) and LM(s) were found insufficient and failed to meet the requirements.	Anthem Blue Cross Partnership Plan submitted evidence of contracting efforts and supplemental documentation during the CAP process to demonstrate that Anthem Blue Cross Partnership Plan has initiated outreach or has provided sufficient justification(s) for the

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
				inability to contract with the mandatory provider type.
Mandatory Provider Types - Policies and Procedures	Pass with Conditions	Nevada	The MCP's policies and procedures for Mandatory Provider Types were found insufficient to meet the requirements.	Anthem Blue Cross Partnership Plan submitted updated policies and procedures during the CAP process to DHCS. Anthem Blue Cross Partnership Plan has revised the policies and procedures to ensure member access to services either in or out of the service area, including transportation.
Mandatory Provider Types - Validation	Pass with Conditions	Nevada	The MCP failed to meet the requirements during DHCS' validation process of the MCP's reported network contracted Mandatory Provider Types.	Anthem Blue Cross Partnership Plan submitted evidence of contracting efforts and supplemental documentation during the CAP process to demonstrate that Anthem Blue Cross Partnership Plan has initiated outreach or has provided sufficient justification(s) for the inability to contract with specific provider types.

Placer Reporting Unit

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
Mandatory Provider Types	Pass with Conditions	Placer	The MCP's submission of evidence detailing contracting status/efforts for CNM(s) were	Anthem Blue Cross Partnership Plan submitted evidence of contracting

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
			found insufficient and failed to meet the requirements.	efforts and supplemental documentation during the CAP process to demonstrate that Anthem Blue Cross Partnership Plan has initiated outreach or has provided sufficient justification(s) for the inability to contract with the mandatory provider type.
Mandatory Provider Types - Policies and Procedures	Pass with Conditions	Placer	The MCP's policies and procedures for Mandatory Provider Types were found insufficient to meet the requirements.	Anthem Blue Cross Partnership Plan submitted updated policies and procedures during the CAP process to DHCS. Anthem Blue Cross Partnership Plan has revised the policies and procedures to ensure member access to services either in or out of the service area, including transportation.
Mandatory Provider Types - Validation	Pass with Conditions	Placer	The MCP failed to meet the requirements during DHCS' validation process of the MCP's reported network contracted Mandatory Provider Types.	Anthem Blue Cross Partnership Plan submitted evidence of contracting efforts and supplemental documentation during the CAP process to demonstrate that Anthem Blue Cross Partnership Plan has initiated outreach or has provided sufficient justification(s) for the inability to contract with specific provider types.

Plumas Reporting Unit

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
Mandatory Provider Types - Policies and Procedures	Pass with Conditions	Plumas	The MCP's policies and procedures for Mandatory Provider Types were found insufficient to meet the requirements.	Anthem Blue Cross Partnership Plan submitted updated policies and procedures during the CAP process to DHCS. Anthem Blue Cross Partnership Plan has revised the policies and procedures to ensure member access to services either in or out of the service area, including transportation.
Mandatory Provider Types - Validation	Pass with Conditions	Plumas	The MCP failed to meet the requirements during DHCS' validation process of the MCP's reported network contracted Mandatory Provider Types.	Anthem Blue Cross Partnership Plan submitted evidence of contracting efforts and supplemental documentation during the CAP process to demonstrate that Anthem Blue Cross Partnership Plan has initiated outreach or has provided sufficient justification(s) for the inability to contract with specific provider types.

Sacramento Reporting Unit

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
Mandatory Provider Types	Pass with Conditions	Sacramento	The MCP's submission of evidence detailing contracting	Anthem Blue Cross Partnership Plan submitted

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
			status/efforts for FBC(s) were found insufficient and failed to meet the requirements.	evidence of contracting efforts and supplemental documentation during the CAP process to demonstrate that Anthem Blue Cross Partnership Plan has initiated outreach or has provided sufficient justification(s) for the inability to contract with the mandatory provider type.
Mandatory Provider Types - Policies and Procedures	Pass with Conditions	Sacramento	The MCP's policies and procedures for Mandatory Provider Types were found insufficient to meet the requirements.	Anthem Blue Cross Partnership Plan submitted updated policies and procedures during the CAP process to DHCS. Anthem Blue Cross Partnership Plan has revised the policies and procedures to ensure member access to services either in or out of the service area, including transportation.
Mandatory Provider Types - Validation	Pass with Conditions	Sacramento	The MCP failed to meet the requirements during DHCS' validation process of the MCP's reported network contracted Mandatory Provider Types.	Anthem Blue Cross Partnership Plan submitted evidence of contracting efforts and supplemental documentation during the CAP process to demonstrate that Anthem Blue Cross Partnership Plan has initiated outreach or has provided sufficient justification(s) for the

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
				inability to contract with specific provider types.

San Benito Reporting Unit

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
Mandatory Provider Types - Policies and Procedures	Pass with Conditions	San Benito	The MCP's policies and procedures for Mandatory Provider Types were found insufficient to meet the requirements.	Anthem Blue Cross Partnership Plan submitted updated policies and procedures during the CAP process to DHCS. Anthem Blue Cross Partnership Plan has revised the policies and procedures to ensure member access to services either in or out of the service area, including transportation.
Mandatory Provider Types - Validation	Pass with Conditions	San Benito	The MCP failed to meet the requirements during DHCS' validation process of the MCP's reported network contracted Mandatory Provider Types.	Anthem Blue Cross Partnership Plan submitted evidence of contracting efforts and supplemental documentation during the CAP process to demonstrate that Anthem Blue Cross Partnership Plan has initiated outreach or has provided sufficient justification(s) for the inability to contract with specific provider types.

San Francisco Reporting Unit

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
Mandatory Provider Types	Pass with Conditions	San Francisco	The MCP's submission of evidence detailing contracting status/efforts for FBC(s) and LM(s) were found insufficient and failed to meet the requirements.	Anthem Blue Cross Partnership Plan submitted evidence of contracting efforts and supplemental documentation during the CAP process to demonstrate that Anthem Blue Cross Partnership Plan has initiated outreach or has provided sufficient justification(s) for the inability to contract with the mandatory provider type.
Mandatory Provider Types - Policies and Procedures	Pass with Conditions	San Francisco	The MCP's policies and procedures for Mandatory Provider Types were found insufficient to meet the requirements.	Anthem Blue Cross Partnership Plan submitted updated policies and procedures during the CAP process to DHCS. Anthem Blue Cross Partnership Plan has revised the policies and procedures to ensure member access to services either in or out of the service area, including transportation.
Mandatory Provider Types - Validation	Pass with Conditions	San Francisco	The MCP failed to meet the requirements during DHCS' validation process of the MCP's reported network ontracted Mandatory Provider Types.	Anthem Blue Cross Partnership Plan submitted evidence of contracting efforts and supplemental umentation during the CAP process to

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
				demonstrate that Anthem Blue Cross Partnership Plan has initiated outreach or has provided sufficient justification(s) for the inability to contract with specific provider types.

Santa Clara Reporting Unit

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
Mandatory Provider Types	Pass with Conditions	Santa Clara	The MCP's submission of evidence detailing contracting status/efforts for LM(s) were found insufficient and failed to meet the requirements.	Anthem Blue Cross Partnership Plan submitted evidence of contracting efforts and supplemental documentation during the CAP process to demonstrate that Anthem Blue Cross Partnership Plan has initiated outreach or has provided sufficient justification(s) for the inability to contract with the mandatory provider type.
Mandatory Provider Types - Policies and Procedures	Pass with Conditions	Santa Clara	The MCP's policies and procedures for Mandatory Provider Types were found insufficient to meet the requirements.	Anthem Blue Cross Partnership Plan submitted updated policies and procedures during the CAP process to DHCS. Anthem Blue Cross Partnership Plan has revised the policies and procedures to ensure member access to services either in or out of the

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
				service area, including transportation.
Mandatory Provider Types - Validation	Pass with Conditions	Santa Clara	The MCP failed to meet the requirements during DHCS' validation process of the MCP's reported network contracted Mandatory Provider Types.	Anthem Blue Cross Partnership Plan submitted evidence of contracting efforts and supplemental documentation during the CAP process to demonstrate that Anthem Blue Cross Partnership Plan has initiated outreach or has provided sufficient justification(s) for the inability to contract with specific provider types.

Sierra Reporting Unit

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
Mandatory Provider Types - Policies and Procedures	Pass with Conditions	Sierra	The MCP's policies and procedures for Mandatory Provider Types were found insufficient to meet the requirements.	Anthem Blue Cross Partnership Plan submitted updated policies and procedures during the CAP process to DHCS. Anthem Blue Cross Partnership Plan has revised the policies and procedures to ensure member access to services either in or out of the service area, including transportation.
Mandatory Provider Types - Validation	Pass with Conditions	Sierra	The MCP failed to meet the requirements during DHCS' validation process of the	Anthem Blue Cross Partnership Plan submitted evidence of contracting

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
			MCP's reported network contracted Mandatory Provider Types.	efforts and supplemental documentation during the CAP process to demonstrate that Anthem Blue Cross Partnership Plan has initiated outreach or has provided sufficient justification(s) for the inability to contract with specific provider types.

Sutter Reporting Unit

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
Mandatory Provider Types - Policies and Procedures	Pass with Conditions	Sutter	The MCP's policies and procedures for Mandatory Provider Types were found insufficient to meet the requirements.	Anthem Blue Cross Partnership Plan submitted updated policies and procedures during the CAP process to DHCS. Anthem Blue Cross Partnership Plan has revised the policies and procedures to ensure member access to services either in or out of the service area, including transportation.
Mandatory Provider Types - Validation	Pass with Conditions	Sutter	The MCP failed to meet the requirements during DHCS' validation process of the MCP's reported network contracted Mandatory Provider Types.	Anthem Blue Cross Partnership Plan submitted evidence of contracting efforts and supplemental documentation during the CAP process to demonstrate that Anthem Blue Cross Partnership Plan

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
				has initiated outreach or has provided sufficient justification(s) for the inability to contract with specific provider types.

Tehama Reporting Unit

Provider Type	Adult/ Pediatric	Time or Distance	Reporting Unit	Description of Deficiency	MCP Response
Hospitals	N/A	Pass with Conditions	Tehama	<p>The MCP did not submit Alternative Access Standard (AAS) requests even though they are not meeting time or distance standards.</p> <p>Additionally, the MCP did not submit complete Alternative Access Standard (AAS) request(s). Therefore, the AAS request was not approved.</p>	<p>Anthem Blue Cross Partnership Plan submitted AAS request(s) during the CAP process that was not initially provided to DHCS.</p> <p>Additionally, Anthem Blue Cross Partnership Plan submitted updated AAS request(s) during the CAP process to DHCS. Anthem Blue Cross Partnership Plan has updated the AAS request(s) to include all required fields following the instructions per Attachment C of the All Plan Letter, 20-006.</p>

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
Mandatory Provider Types - Policies and Procedures	Pass with Conditions	Tehama	The MCP's policies and procedures for Mandatory Provider Types were found	Anthem Blue Cross Partnership Plan submitted updated policies and

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
			insufficient to meet the requirements.	procedures during the CAP process to DHCS. Anthem Blue Cross Partnership Plan has revised the policies and procedures to ensure member access to services either in or out of the service area, including transportation.
Mandatory Provider Types - Validation	Pass with Conditions	Tehama	The MCP failed to meet the requirements during DHCS' validation process of the MCP's reported network contracted Mandatory Provider Types.	Anthem Blue Cross Partnership Plan submitted evidence of contracting efforts and supplemental documentation during the CAP process to demonstrate that Anthem Blue Cross Partnership Plan has initiated outreach or has provided sufficient justification(s) for the inability to contract with specific provider types.

Tulare Reporting Unit

Provider Type	Adult/ Pediatric	Time or Distance	Reporting Unit	Description of Deficiency	MCP Response
Hospitals	N/A	Pass with Conditions	Tulare	The MCP did not submit complete Alternative Access Standard (AAS) request(s). Therefore, the AAS request was not approved.	Anthem Blue Cross Partnership Plan submitted updated AAS request(s) during the CAP process to DHCS. Anthem Blue Cross Partnership Plan has updated the AAS

Provider Type	Adult/ Pediatric	Time or Distance	Reporting Unit	Description of Deficiency	MCP Response
					request(s) to include all required fields following the instructions per Attachment C of the All Plan Letter, 20-006.

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
Mandatory Provider Types	Pass with Conditions	Tulare	The MCP's submission of evidence detailing contracting status/efforts for LM(s) were found insufficient and failed to meet the requirements.	Anthem Blue Cross Partnership Plan submitted evidence of contracting efforts and supplemental documentation during the CAP process to demonstrate that Anthem Blue Cross Partnership Plan has initiated outreach or has provided sufficient justification(s) for the inability to contract with the mandatory provider type.
Mandatory Provider Types - Policies and Procedures	Pass with Conditions	Tulare	The MCP's policies and procedures for Mandatory Provider Types were found insufficient to meet the requirements.	Anthem Blue Cross Partnership Plan submitted updated policies and procedures during the CAP process to DHCS. Anthem Blue Cross Partnership Plan has revised the policies and procedures to ensure member access to services either in or out of the service area, including transportation.
Mandatory Provider Types - Validation	Pass with Conditions	Tulare	The MCP failed to meet the requirements during DHCS'	Anthem Blue Cross Partnership Plan submitted

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
			validation process of the MCP's reported network contracted Mandatory Provider Types.	evidence of contracting efforts and supplemental documentation during the CAP process to demonstrate that Anthem Blue Cross Partnership Plan has initiated outreach or has provided sufficient justification(s) for the inability to contract with specific provider types.

Tuolumne Reporting Unit

Provider Type	Adult/ Pediatric	Time or Distance	Reporting Unit	Description of Deficiency	MCP Response
PCP	Adult	Pass with Conditions	Tuolumne	The MCP did not submit complete Alternative Access Standard (AAS) request(s). Therefore, the AAS request was not approved.	Anthem Blue Cross Partnership Plan submitted updated AAS request(s) during the CAP process to DHCS. Anthem Blue Cross Partnership Plan has updated the AAS request(s) to include all required fields following the instructions per Attachment C of the All Plan Letter, 20-006.
PCP	Pediatric	Pass with Conditions	Tuolumne	The MCP did not submit complete Alternative Access Standard (AAS) request(s). Therefore, the AAS request was not approved.	Anthem Blue Cross Partnership Plan submitted updated AAS request(s) during the CAP process to DHCS. Anthem Blue Cross Partnership Plan has

Provider Type	Adult/ Pediatric	Time or Distance	Reporting Unit	Description of Deficiency	MCP Response
					updated the AAS request(s) to include all required fields following the instructions per Attachment C of the All Plan Letter, 20-006.

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
Mandatory Provider Types	Pass with Conditions	Tuolumne	The MCP's submission of evidence detailing contracting status/efforts for LM(s) were found insufficient and failed to meet the requirements.	Anthem Blue Cross Partnership Plan submitted evidence of contracting efforts and supplemental documentation during the CAP process to demonstrate that Anthem Blue Cross Partnership Plan has initiated outreach or has provided sufficient justification(s) for the inability to contract with the mandatory provider type.
Mandatory Provider Types - Policies and Procedures	Pass with Conditions	Tuolumne	The MCP's policies and procedures for Mandatory Provider Types were found insufficient to meet the requirements.	Anthem Blue Cross Partnership Plan submitted updated policies and procedures during the CAP process to DHCS. Anthem Blue Cross Partnership Plan has revised the policies and procedures to ensure member access to services either in or out of the service area, including transportation.

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
Mandatory Provider Types - Validation	Pass with Conditions	Tuolumne	The MCP failed to meet the requirements during DHCS' validation process of the MCP's reported network contracted Mandatory Provider Types.	Anthem Blue Cross Partnership Plan submitted evidence of contracting efforts and supplemental documentation during the CAP process to demonstrate that Anthem Blue Cross Partnership Plan has initiated outreach or has provided sufficient justification(s) for the inability to contract with specific provider types.

Yuba Reporting Unit

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
Mandatory Provider Types - Policies and Procedures	Pass with Conditions	Yuba	The MCP's policies and procedures for Mandatory Provider Types were found insufficient to meet the requirements.	Anthem Blue Cross Partnership Plan submitted updated policies and procedures during the CAP process to DHCS. Anthem Blue Cross Partnership Plan has revised the policies and procedures to ensure member access to services either in or out of the service area, including transportation.
Mandatory Provider Types - Validation	Pass with Conditions	Yuba	The MCP failed to meet the requirements during DHCS' validation process of the MCP's reported network	Anthem Blue Cross Partnership Plan submitted evidence of contracting efforts and supplemental documentation during the

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
			contracted Mandatory Provider Types.	CAP process to demonstrate that Anthem Blue Cross Partnership Plan has initiated outreach or has provided sufficient justification(s) for the inability to contract with specific provider types.

Health Net Community Solutions, Inc.

Los Angeles Reporting Unit

Provider Type	Adult/ Pediatric	Time or Distance	Reporting Unit	Description of Deficiency	MCP Response
Neurology	Adult	Pass with Conditions	Los Angeles	In reviewing the MCP's Alternative Access Standard (AAS) request, DHCS identified the MCP's justification for the inability to contract with the out-of-network provider(s) as insufficient. Therefore, the AAS request was not approved.	Health Net Community Solutions, Inc. submitted updated AAS request(s) during the CAP process to DHCS. Health Net Community Solutions, Inc. has indicated they will initiate outreach or has provided sufficient justification(s) for the inability to contract with the out-of-network provider(s).
Neurology	Pediatric	Pass with Conditions	Los Angeles	In reviewing the MCP's Alternative Access Standard (AAS) request, DHCS identified the MCP's justification for the inability to contract with the out-of-network provider(s) as insufficient. Therefore, the	Health Net Community Solutions, Inc. submitted updated AAS request(s) during the CAP process to DHCS. Health Net Community Solutions, Inc. has indicated they will initiate outreach or has

Provider Type	Adult/ Pediatric	Time or Distance	Reporting Unit	Description of Deficiency	MCP Response
				AAS request was not approved.	provided sufficient justification(s) for the inability to contract with the out-of-network provider(s).
Hospitals	N/A	Pass with Conditions	Los Angeles	The MCP did not submit complete Alternative Access Standard (AAS) request(s). Therefore, the AAS request was not approved.	Health Net Community Solutions, Inc. submitted updated AAS request(s) during the CAP process to DHCS. Health Net Community Solutions, Inc. has updated the AAS request(s) to include all required fields following the instructions per Attachment C of the All Plan Letter, 20-006.

Inland Empire Health Plan

Riverside Reporting Unit

Provider Type	Adult/ Pediatric	Time or Distance	Reporting Unit	Description of Deficiency	MCP Response
PCP	Pediatric	Pass with Conditions	Riverside	The MCP did not submit complete Alternative Access Standard (AAS) request(s). Therefore, the AAS request was not approved.	Inland Empire Health Plan submitted updated AAS request(s) during the CAP process to DHCS. Inland Empire Health Plan has updated the AAS request(s) to include all required fields following the instructions per Attachment C of the All Plan Letter, 20-006.

Provider Type	Adult/ Pediatric	Time or Distance	Reporting Unit	Description of Deficiency	MCP Response
ENT/ Otolaryngology	Adult	Pass with Conditions	Riverside	The MCP did not submit complete Alternative Access Standard (AAS) request(s). Therefore, the AAS request was not approved.	Inland Empire Health Plan submitted updated AAS request(s) during the CAP process to DHCS. Inland Empire Health Plan has updated the AAS request(s) to include all required fields following the instructions per Attachment C of the All Plan Letter, 20-006.
Orthopedic Surgery	Adult	Pass with Conditions	Riverside	The MCP did not submit complete Alternative Access Standard (AAS) request(s). Therefore, the AAS request was not approved.	Inland Empire Health Plan submitted updated AAS request(s) during the CAP process to DHCS. Inland Empire Health Plan has updated the AAS request(s) to include all required fields following the instructions per Attachment C of the All Plan Letter, 20-006.
ENT/ Otolaryngology	Pediatric	Pass with Conditions	Riverside	The MCP did not submit complete Alternative Access Standard (AAS) request(s). Therefore, the AAS request was not approved.	Inland Empire Health Plan submitted updated AAS request(s) during the CAP process to DHCS. Inland Empire Health Plan has updated the AAS request(s) to include all required fields following the instructions per Attachment C of the All Plan Letter, 20-006.
Orthopedic Surgery	Pediatric	Pass with Conditions	Riverside	The MCP did not submit complete Alternative Access	Inland Empire Health Plan submitted updated AAS

Provider Type	Adult/ Pediatric	Time or Distance	Reporting Unit	Description of Deficiency	MCP Response
				Standard (AAS) request(s). Therefore, the AAS request was not approved.	request(s) during the CAP process to DHCS. Inland Empire Health Plan has updated the AAS request(s) to include all required fields following the instructions per Attachment C of the All Plan Letter, 20-006.
Physical Medicine and Rehabilitation	Pediatric	Pass with Conditions	Riverside	The MCP did not submit complete Alternative Access Standard (AAS) request(s). Therefore, the AAS request was not approved.	Inland Empire Health Plan submitted updated AAS request(s) during the CAP process to DHCS. Inland Empire Health Plan has updated the AAS request(s) to include all required fields following the instructions per Attachment C of the All Plan Letter, 20-006.

San Bernardino Reporting Unit

Provider Type	Adult/ Pediatric	Time or Distance	Reporting Unit	Description of Deficiency	MCP Response
PCP	Adult	Pass with Conditions	San Bernardino	The MCP did not submit complete Alternative Access Standard (AAS) request(s). Therefore, the AAS request was not approved.	Inland Empire Health Plan submitted updated AAS request(s) during the CAP process to DHCS. Inland Empire Health Plan has updated the AAS request(s) to include all required fields following the instructions per Attachment

Provider Type	Adult/ Pediatric	Time or Distance	Reporting Unit	Description of Deficiency	MCP Response
					C of the All Plan Letter, 20-006.
PCP	Pediatric	Pass with Conditions	San Bernardino	The MCP did not submit complete Alternative Access Standard (AAS) request(s). Therefore, the AAS request was not approved.	Inland Empire Health Plan submitted updated AAS request(s) during the CAP process to DHCS. Inland Empire Health Plan has updated the AAS request(s) to include all required fields following the instructions per Attachment C of the All Plan Letter, 20-006.
Oncology	Adult	Pass with Conditions	San Bernardino	The MCP did not submit complete Alternative Access Standard (AAS) request(s). Therefore, the AAS request was not approved.	Inland Empire Health Plan submitted updated AAS request(s) during the CAP process to DHCS. Inland Empire Health Plan has updated the AAS request(s) to include all required fields following the instructions per Attachment C of the All Plan Letter, 20-006.
Physical Medicine and Rehabilitation	Pediatric	Pass with Conditions	San Bernardino	The MCP did not submit complete Alternative Access Standard (AAS) request(s). Therefore, the AAS request was not approved.	Inland Empire Health Plan submitted updated AAS request(s) during the CAP process to DHCS. Inland Empire Health Plan has updated the AAS request(s) to include all required fields following the instructions per Attachment C of the All Plan Letter, 20-006.

Molina Healthcare of California Partner Plan, Inc.

Imperial Reporting Unit

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
Alternative Access Standard (AAS) - Validation	Pass with Conditions	Imperial	The MCP failed to meet the requirements during DHCS' validation process of the MCP's submitted AAS requests.	Molina Healthcare of California Partner Plan, Inc. submitted evidence of contracting efforts and supplemental documentation during the CAP process to demonstrate that Molina Healthcare of California Partner Plan, Inc. has initiated outreach or has provided sufficient justification(s) for the inability to contract with specific provider types.

Riverside Reporting Unit

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
Alternative Access Standard (AAS) - Validation	Pass with Conditions	Riverside	The MCP failed to meet the requirements during DHCS' validation process of the MCP's submitted AAS requests.	Molina Healthcare of California Partner Plan, Inc. submitted evidence of contracting efforts and supplemental documentation during the CAP process to demonstrate that Molina Healthcare of California

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
				Partner Plan, Inc. has initiated outreach or has provided sufficient justification(s) for the inability to contract with specific provider types.

Sacramento Reporting Unit

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
Alternative Access Standard (AAS) - Validation	Pass with Conditions	Sacramento	The MCP failed to meet the requirements during DHCS' validation process of the MCP's submitted AAS requests.	Molina Healthcare of California Partner Plan, Inc. submitted evidence of contracting efforts and supplemental documentation during the CAP process to demonstrate that Molina Healthcare of California Partner Plan, Inc. has initiated outreach or has provided sufficient justification(s) for the inability to contract with specific provider types.

San Bernardino Reporting Unit

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
Alternative Access Standard (AAS) - Validation	Pass with Conditions	San Bernardino	The MCP failed to meet the requirements during DHCS' validation process of the	Molina Healthcare of California Partner Plan, Inc. submitted evidence of contracting efforts and

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
			MCP's submitted AAS requests.	supplemental documentation during the CAP process to demonstrate that Molina Healthcare of California Partner Plan, Inc. has initiated outreach or has provided sufficient justification(s) for the inability to contract with specific provider types.

San Diego Reporting Unit

Annual Network Certification Component	Result	Reporting Unit	Description of Deficiency	MCP Response
Alternative Access Standard (AAS) - Validation	Pass with Conditions	San Diego	The MCP failed to meet the requirements during DHCS' validation process of the MCP's submitted AAS requests.	Molina Healthcare of California Partner Plan, Inc. submitted evidence of contracting efforts and supplemental documentation during the CAP process to demonstrate that Molina Healthcare of California Partner Plan, Inc. has initiated outreach or has provided sufficient justification(s) for the inability to contract with specific provider types.