

# MEDICARE ADVANTAGE HEALTH SERVICE DELIVERY EXCEPTION REQUEST TEMPLATE

(File naming convention: Contract ID\_County Code\_Specialty Code) – 15 characters

## Part I: Exception Information

*Please enter the Contract ID and select the County and Specialty for which you are requesting an exception.*

Contract ID:

State:

County:

Specialty:

## Part II: Rationale for Exception

*Please respond to the questions below by selecting either "Yes" or "No" from the drop-down list for each question.*

**Question 1:** Does the applicant attest that it has reviewed publicly available databases and other sources to determine availability of providers/facilities with respect to the exception being requested?

**Question 2:** If the applicant responded "yes" to Question 1, above, did the applicant's review identify providers/ facilities within CMS's network adequacy criteria, and with which the applicant has not contracted?

**Question 3:** Did the applicant contract with providers/facilities who are outside CMS's current network adequacy criteria?

**Question 4:** Are there other non-contracted providers/ facilities outside CMS's current network adequacy criteria who are located closer to plan enrollees?

### **Part III: Sources**

*In the rows below, please enter any sources (up to five) you used to identify provider/facilities within or nearby CMS's network adequacy criteria. To enter a source, select an option from the drop-down list, which is comprised of sources commonly used by MAOs and CMS. If you have more than five sources, or a source not included on the drop-down list, please describe the additional sources in the Part IV: Narrative Text section below. The drop-down options for the sources are:*

- Physician Compare*
  - Hospital Compare*
  - Nursing Home Compare*
  - Dialysis Compare*
  - NPI file/NPPES*
  - Provider of Services (POS) file*
  - Direct outreach to provider*
  - Provider website*
  - State licensing data*
  - Online mapping tool*
  - Other (Note to MAOs: Please describe the other source(s) in the "Part IV: Narrative Text" section)*
- Additionally, if you select "Other," please describe the other sources in the Part IV: Narrative Text section below.*

Source 1

Source 2

Source 3

Source 4

Source 5

## Part IV: Narrative Text (Optional)

Please use the below box to enter any additional text to justify your exception request. This section may also be used to explain “Other” and additional sources from the Part III: Sources section.

## Part V: Table of Non-Contracted Providers

Please list below any providers/facilities you have identified within or nearby CMS's network adequacy criteria with whom you have not contracted. Each additional provider/facility should be listed on a separate row. For each additional provider, please complete all columns. Please note, the “Provider State” field and “Additional Notes on Reason for Not Contracting” field have drop-down lists. From the “Reason for Not Contracting” drop-down list, you can select one of the following options:

- Provider is no longer practicing (e.g., deceased, retired),
- Provider does not provide services at the office/facility address listed in database,
- Provider does not provide services in the specialty type listed in the database and for which this exception is being requested,
- Provider has opted out of Medicare,
- Provider does not contract with any Medicare Advantage Organization,
- Sanctioned provider on List of Excluded Individuals and Entities,
- Inability to contract with provider (Note to MAOs: This is not a valid rationale for submitting an exception),
- In the process of negotiating a contract with provider (Note to MAOs: This is not a valid rationale for submitting an exception),
- Provider is at capacity and is not accepting new patients,
- Provider contracts exclusively with another organization,
- Other (Note to MAOs: Please provide an explanation in the “Additional Notes on Reason for Not Contracting” field)

If you need to provide additional notes, the “Additional Notes on Reason for Not Contracting” field is a free-text field without any character limits. If you select “Other” from the “Reason for Not Contracting” drop-down list, please elaborate on this reason in the “Additional Notes on Reason for Not Contracting” field.

Provider/ Facility Name	Provider Street Address	Provider City	Provider State (Drop-Down)	Provider ZIP Code (5 Digits)	NPI (10 Digits)	Provider Phone Number (10 Digits)	Reason for Not Contracting (Drop-Down)	Additional Notes on Reason for Not Contracting





