

Access to Care Plan

Department of Vermont Health Access

Introduction

Vermont's Medicaid program is delivered through its 1115 Global Commitment to Health Demonstration Waiver. The Vermont Agency of Human Services (AHS) serves as the Single State Agency for the Medicaid program and delegates responsibility for the delivery of most Medicaid services to the Department of Vermont Health Access (DVHA). In accordance with the Global Commitment to Health, DVHA uses a managed care-like model for the delivery of Medicaid services across Vermont and complies with the provisions of 42 CFR §438, unless otherwise specified in the Standard Terms and Conditions of the Global Commitment to Health waiver. DVHA's policies and practices regarding access to care are designed to ensure that the Medicaid provider network has a sufficient range and quantity of providers, is easily accessible to members, and complies with federal network adequacy requirements.

In addition to the development of the Access to Care Plan, which will be updated every three years and posted on its public website, DVHA conducts the following monitoring and network-building activities:

- Twice yearly, DVHA generates Geographical Information System (GIS) maps and charts that show the actual distances members are traveling to seek care. These maps are reviewed with the Provider and Member Relations Director, the Compliance Director, and the Managed Care Compliance Committee to determine any needed actions.
- Weekly reports are generated listing newly enrolling and dis-enrolling providers. DVHA Provider Relations staff reviews all new enrollments and dis-enrollments from the provider network.
- Bi-weekly, DVHA receives a report of the inventory of unprocessed provider enrollments and provider changes.
- DVHA requires 90-days' notice when a provider decides to leave the network. Upon such notice, DVHA works with the provider and affected members to ensure that members are aware of the change and have an opportunity to find a new provider.
- Annually, DVHA's provider network is subject to an External Quality Review Organization (EQRO) review. These reviews include timeliness and availability of services, travel distance standards, enrollment processes, and strategies for providing access to services in a culturally-competent way with regard to the preferred languages of Vermont Medicaid's members.
- DVHA works with the Vermont Dental Society, Vermont Association of Hospitals and Health Systems, Vermont Medical Society, Area Health Education Centers, and other groups to encourage the recruitment and retention of medical providers.

- DVHA’s Provider Member Relations unit and the Provider Services call center routinely receive calls from providers who have special issues to resolve. Prompt resolution of provider concerns continue to be an effective tool for keeping providers enrolled and engaged with the Medicaid program.
- The Member Services call center is staffed to assist with access to care issues and can promptly provide beneficiaries with contact information for specialty providers and primary care providers accepting new Medicaid patients.
- The Member Services call center logs complaints received from consumers, including access to care issues. These complaints are reviewed on a quarterly basis by the Provider Member Relations unit. A report summarizing these complaints is compiled each quarter, and any systemic issues are identified and addressed.

When evaluating the time and distance thresholds listed below, the following factors are taken into account:

- The general demographic makeup of Vermont, including rural versus urban communities.
- Changes (or anticipated changes) in covered members caused by changes in state population, changes in eligibility rules and/or any other changes that may have a significant impact on the total number of members served by the network.
- The characteristics and specific healthcare needs of the population of members served by Vermont Medicaid.
- Some members may voluntarily choose to travel to a more distant provider even when a closer provider is available. This voluntary practice in and of itself is not considered an indicator of an inadequate network.
- Given the above factors, it is acknowledged that some areas of Vermont—particularly more rural counties—may be above the access thresholds set forth in this report. On a statewide basis, it is expected that access thresholds are met by Vermont Medicaid.

For the purpose of this Access to Care Plan, the following definitions apply:

- ***Emergency care*** is care for a medical problem that could result in serious health problems if it is not treated immediately.
- ***Urgent care*** is care for any problem that might endanger a member's health if it is not treated within 24 hours.
- ***Preventative care*** is ongoing care designed to evaluate and maintain a member’s overall health, rather than treating a specific medical problem.
- ***Primary care*** includes services furnished by providers specifically trained for and skilled in first-contact and continuing care for persons with undiagnosed signs, symptoms or health concerns. This includes gynecologists, Federally Qualified Health Centers and Rural Health Centers, as well as specialty care providers who serve as a member's primary care provider.
- When the term ***medical problem*** is used in this document, the term is meant to include physical, mental health, and substance use problems.

Access to Care

Emergency Care

Vermont Medicaid's network includes 15 hospital emergency departments which are open and available 24 hours per day, 7 days per week, and every day of the year. This network includes two verified level One Trauma Centers. These emergency departments are geographically spread across population centers in the state in such a manner as to ensure that a member will generally not have to travel more than 30 miles to reach an emergency department. A statewide network of enrolled ambulance services is available to provide emergency transportation when necessary.

Vermont Medicaid also maintains a process through which payments can be made to non-enrolled providers when medically necessary, covered services cannot be provided within the existing network or when a member must seek emergency services (and post-emergency stabilization services) outside the network.

Primary Care

Urgent Care:

When a member requests an appointment for urgent care, that member should be seen at a primary care provider's (PCP) office within 24 hours.

Travel distance for a member to access urgent care from a PCP shall not exceed 30 miles.

Care for Non-Urgent Medical Problems:

When a member requests an appointment for a minor medical problem, that member should be seen at a primary care provider's (PCP) office within 14 days.

Travel distance for a member to access care for a minor medical problem from a PCP shall not exceed 30 miles.

Preventative Care:

When a member requests an appointment for preventative care, that member should be seen at a primary care provider's (PCP) office within 90 days.

Travel distance for a member to access preventative care from a PCP shall not exceed 30 miles.

Specialty Care

Specialty care includes but is not limited to the following specialties:

- Cardiology
- Urology
- Mental health specialists
- Substance use specialists
- Obstetrics

- Home health services

Urgent Care:

When a member requests an appointment for urgent specialty care, that member should be seen at a specialist's office within 24 hours.

Travel distance for a member to access urgent care from a specialist should not exceed 60 miles.

Care for Non-Urgent Medical Problems:

When a member requests an appointment for a minor medical problem, that member should be seen at a specialist's office within 14 days-

Travel distance for a member to access care for a minor medical problem from a specialist should not exceed 60 miles.

Preventative Care:

When a member requests an appointment for preventative care, that member should be seen at a specialist's office within 90 days.

Travel distance for a member to access preventative care from a specialist should not exceed 60 miles.

Hospital Care

All of Vermont's hospitals (including Dartmouth Hitchcock Medical Center in New Hampshire) participate in Vermont Medicaid. Hospitals are located throughout the state such that a hospital may be accessed with not more than a 30-minute trip from any location in the State.

Pharmacy, Laboratory, Dental, Ophthalmology/Optometry and Advanced Imaging services

These providers/facilities should be located so that members do not generally need to travel more than 60 miles to access their services.

Home Health

Vermont Medicaid's network includes 12 Home Health Agencies, and their service areas cover the entire State of Vermont without any gaps in coverage. Home Health Agencies deliver services in the member's home, everywhere in the State. Network monitoring activities for this provider type focus on statewide coverage rather than the typical distance standards used for other provider types.

Statewide Summary of Access

Vermont Medicaid Recipients -- travel time (minutes)
and distance (miles) from home to specified services, 2015

	<u>Average (mean)</u>		<u>Median</u>		<u>Distribution</u>		Recipients
	Time	Distance	Time	Distance	% under 30 min	% under 30 miles	
Primary Care	25.9	18	17.9	10	68%	82%	156,543
Pediatric	22.7	15	15.3	9	72%	86%	52,631
	<u>Average (mean)</u>		<u>Median</u>		<u>Distribution</u>		Recipients
Specialty Care	Time	Distance	Time	Distance	% under 60 min	% under 60 miles	
Cardiology	41.2	31	32.8	23	73%	83%	18,677
Urology	35.6	26	27.9	18	78%	88%	4,375
Behavioral, Mental Health & Substance Abuse	27.0	19	16.4	9	85%	93%	47,163
Obstetrics	29.9	20	21.5	13	86%	93%	22,372
Dental	24.1	15	17.7	10	91%	97%	74,103
Ophthalmology, Optometry	33.2	23	23.5	15	81%	91%	32,938
Advanced Imaging	28.1	19	20.2	12	86%	93%	151,716
Pharmacy	14.8	9	7.8	4	96%	98%	136,671

Travel Distance and Travel Time Methods

Travel distance and travel time between Medicaid recipients' homes and their medical, dental and pharmacy providers is estimated by the following process:

1. Select relevant claims based on a provider's specialty;
2. Choose valid location data; and
3. Assign a travel route between representative origin and destination points.

All Vermont Medicaid claims with service provided during calendar year 2015 were available for the analysis. Claims for specific analyses were selected by provider specialty, and address information for recipient and attending provider were obtained with each query. These addresses were abridged down to the postal code represented by a single point inside a town. This "address point" approach based on zip code reduces the spatial analysis from 100,000s of addresses down to 300 zip codes and a few thousand provider locations. See the map of Vermont's residential Zip Codes in Appendix C.

A claim can be thought of as a one-way trip, and the summary statistics for each county then is based on the all the claims, or trips, made during the year by the county or state's residents¹. The spatial analysis was conducted using Geographic Information Systems ArcGIS 10.4 with the goal of connecting the origin points to the destination points along the highway network. The ArcGIS Network Analyst tool was used to find the 'least cost' route based on roadway time for each origin-destination pair. Any address with an invalid zip code was eliminated from the analysis unless location could otherwise be determined.

Both average (mean) and median statistics are present for each county's travel time and distance in Appendix B. The mean is often skewed as several long trips to reach a far-away hospital mathematically nudges the mean upward. These travel distributions are generally clustered around the low end and tail off with some very long trips. The median—the middle value in rank—is a good alternate measure of central tendency.

ArcGIS Network Analyst is able to use a complex road network data layer, which accounts for intersections, roadway curvature and posted speed limits. Travel time and distance estimates are realistically represented². ArcGIS Network Analyst uses this same representation to determine the maximum spatial distance from each of Vermont's hospitals where one can still be able to reach the facility within 30 or 40 minutes. In the map of Hospital Travel Times, the white areas indicate it may be very difficult to reach a Vermont hospital or nearby non-Vermont hospital in under 40 minutes.

¹ Unlike medical and dental, only the most recent trip to a particular pharmacy is counted.

² There are several limitations to this method. First, not all trips for medical care or pharmacy originate from a patient's home location, though this is always assumed to be the case. Second, the "address point" or postal centroid is made to represent an entire area served by that post office, introducing some error for nearly all locations. Third, trips whose origin and destination are the same cannot be assigned to the network, and are assigned zero (0) distance and time.

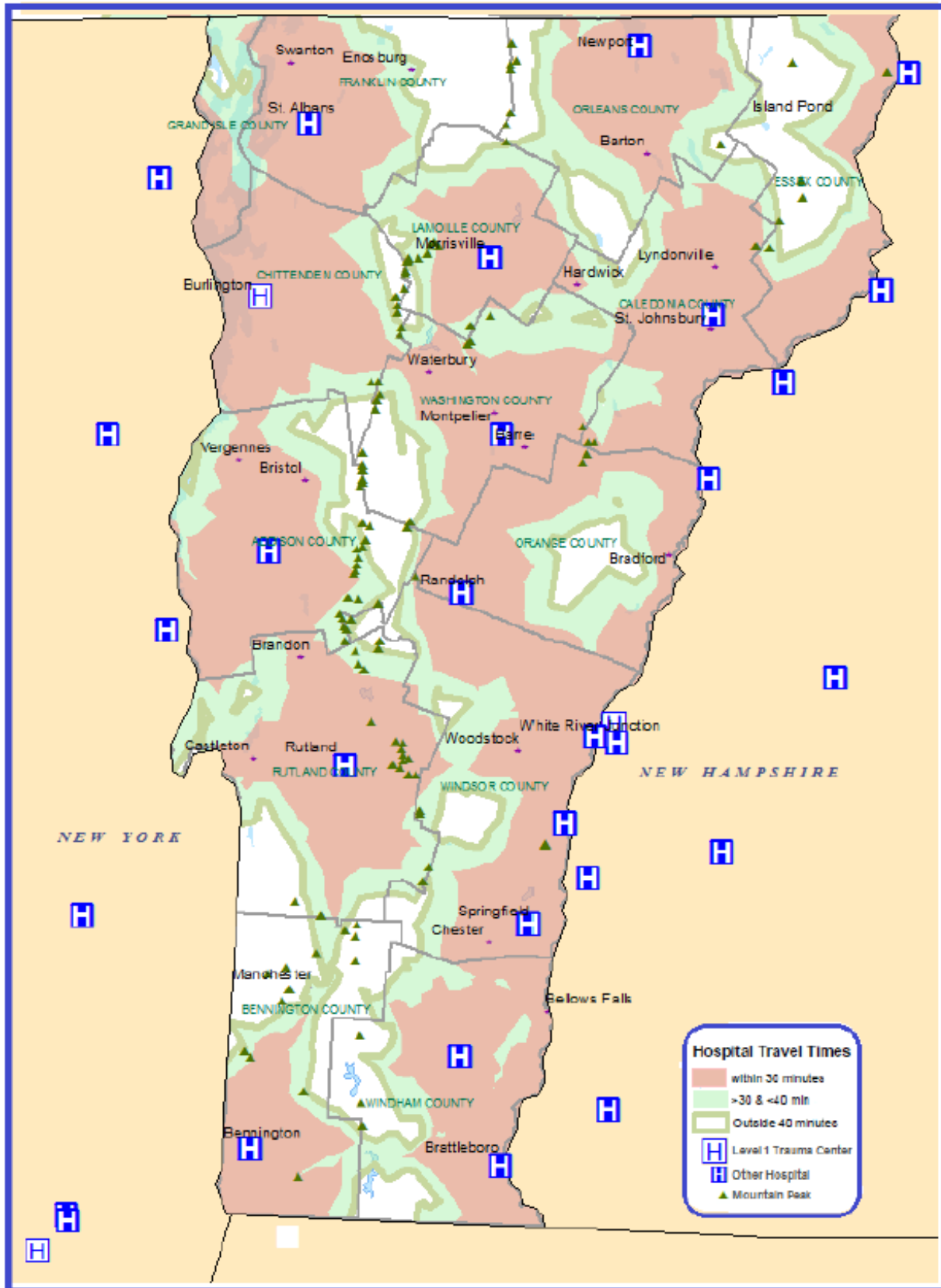
Access Review

The Department of Vermont Health Access (DVHA) has reviewed the data gathered for this report and finds that the average level of access to the specific types of services in this report are adequate given the characteristics of the State of Vermont. Vermont is a rural, mountainous state where it is not uncommon that residents of certain communities must travel longer distances for things like work, school, groceries, and as evidenced in this report, medical care. In the breakdown by county in Appendix B, there are some counties where the average mileage one would have to travel to certain services is above the thresholds outlined in the report above. This is an expected result given the rural and mountainous geography of the counties in question. However, on a statewide basis, all services identified in this report can, on average, be accessed within the identified mileage threshold, with the exception of cardiology services, which on average is accessible within 31 miles. DVHA does not find this additional mile above the threshold to be significant to the point where corrective action is warranted, particularly because access to cardiology services is driven by primarily by one's proximity to hospitals in the Vermont Medicaid network. Every effort is made to enroll all licensed cardiologists in the State.

Access to hospital services is determined to be adequate in that hospitals are accessible by a 30-minute drive for the majority of Vermont, which is shown in the hospital map in Appendix A. The areas shaded in green and white, where travel is longer than 30 minutes, is expected due to how rural those areas of the state are. As can be seen in the map, these white areas indicating higher travel times are primarily where there are mountain peaks as well as state and national parks.

Access to home health services is also determined in a manner that is different than primary or other specialty care categories since Home Health Agencies deliver services in the member's home throughout the State of Vermont. It is therefore expected that Medicaid members are received the care they need from the Home Health Agency in their region. Systemic access issues for home health services are determined by complaints received from members. No systemic issues have been identified at this time.

Appendix A – Hospital Access

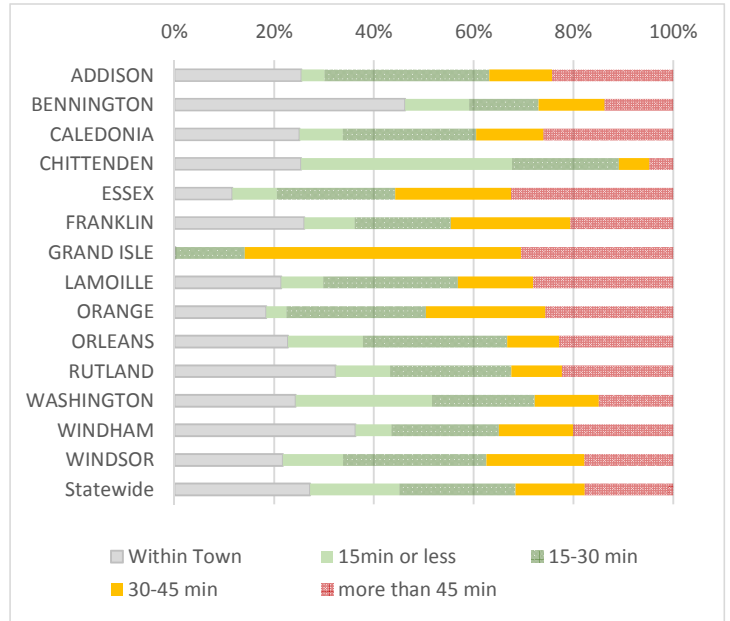


Appendix B - Access by County

CY 2015 Medicaid Recipients -- travel time (minutes) for PRIMARY CARE services

COUNTY of Residence	One way travel time to Attending Provider service location			
	Mean	Median	Recipients	%State
ADDISON	28.8	26.9	7,842	5%
BENNINGTON	22.1	10.8	10,981	7%
CALEDONIA	30.9	20.5	9,262	6%
CHITTENDEN	14.9	10.1	31,319	20%
ESSEX	44.6	32.4	2,159	1%
FRANKLIN	30.6	24.9	12,296	8%
GRAND ISLE	43.4	32.6	1,756	1%
LAMOILLE	30.8	21.5	6,725	4%
ORANGE	32.3	29.7	7,028	4%
ORLEANS	33.8	21.4	9,596	6%
RUTLAND	30.1	19.6	17,465	11%
WASHINGTON	22.0	14.9	13,930	9%
WINDHAM	26.7	20.2	12,738	8%
WINDSOR	26.9	22.1	13,446	9%
Statewide	25.9	17.9	156,543	100%

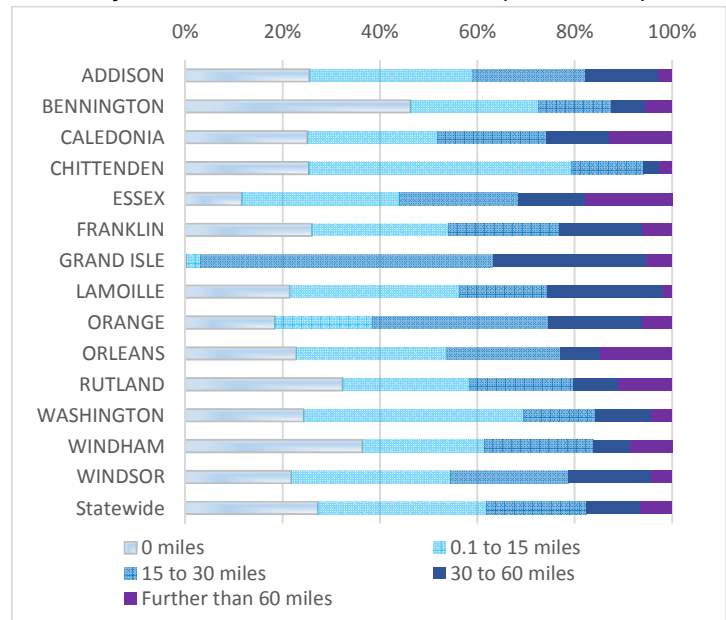
Primary Care Travel distribution (Time)



CY 2015 Medicaid Recipients -- distance (miles) for PRIMARY CARE services

COUNTY of Residence	Network (roadway) distance to Attending Provider service location			
	Mean	Median	Recipients	%State
ADDISON	17.3	13.9	7,842	5%
BENNINGTON	14.3	5.4	10,981	7%
CALEDONIA	23.6	13.0	9,262	6%
CHITTENDEN	10.1	5.1	31,319	20%
ESSEX	32.0	20.4	2,159	1%
FRANKLIN	20.8	13.1	12,296	8%
GRAND ISLE	31.7	25.1	1,756	1%
LAMOILLE	18.8	10.7	6,725	4%
ORANGE	22.4	16.7	7,028	4%
ORLEANS	25.4	14.9	9,596	6%
RUTLAND	18.8	9.3	17,465	11%
WASHINGTON	15.6	8.6	13,930	9%
WINDHAM	19.0	10.3	12,738	8%
WINDSOR	19.0	14.1	13,446	9%
Statewide	17.7	9.6	156,543	100%

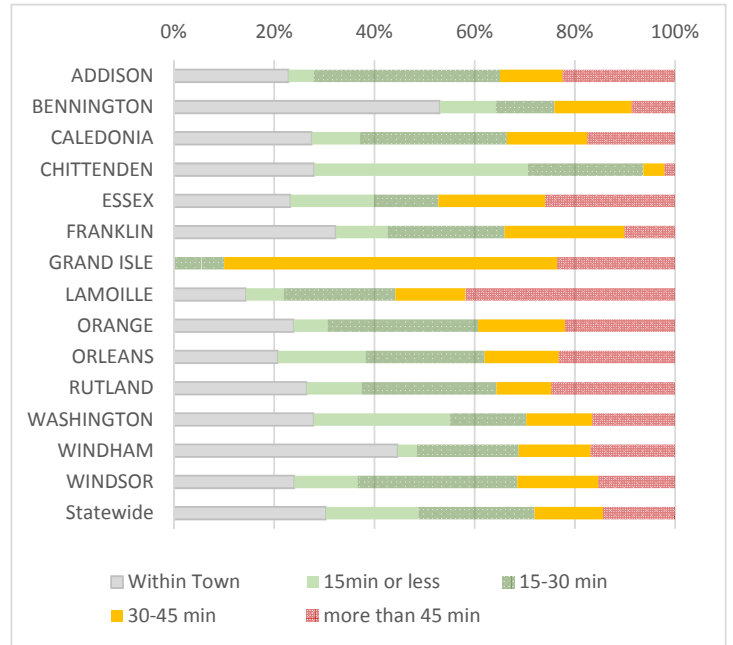
Primary Care Travel distribution (Distance)



CY 2015 Medicaid Recipients -- travel time (minutes) for PEDIATRIC medical services

COUNTY of Residence	One way travel time to Attending Provider service location			
	Mean	Median	Recipients	%State
ADDISON	28.3	26.5	2,682	5%
BENNINGTON	17.2	0.0	4,182	8%
CALEDONIA	25.5	17.9	3,411	6%
CHITTENDEN	12.2	9.1	10,787	20%
ESSEX	35.5	25.8	782	1%
FRANKLIN	23.1	20.3	4,885	9%
GRAND ISLE	39.8	32.6	613	1%
LAMOILLE	38.3	36.3	1,315	2%
ORANGE	26.8	22.6	2,805	5%
ORLEANS	34.9	22.2	3,256	6%
RUTLAND	32.2	21.6	5,370	10%
WASHINGTON	21.2	12.1	3,820	7%
WINDHAM	22.5	17.2	3,952	8%
WINDSOR	24.0	20.9	4,771	9%
Statewide	22.7	15.3	52,631	100%

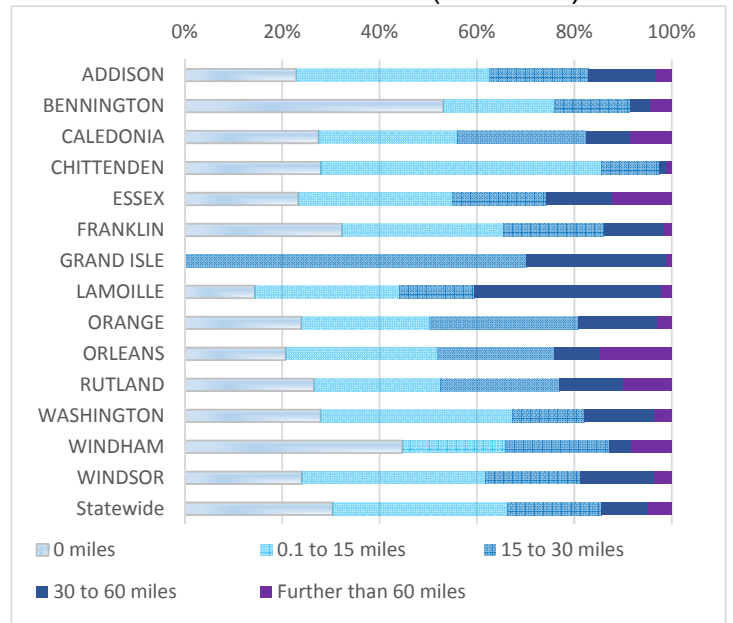
Pediatric Travel distribution (Time)



CY 2015 Medicaid Recipients -- distance (miles) for PEDIATRIC medical services

COUNTY of Residence	Network (roadway) distance to Attending Provider service location			
	Mean	Median	Recipients	%State
ADDISON	16.9	12.0	2,682	5%
BENNINGTON	11.4	0.0	4,182	8%
CALEDONIA	19.6	12.6	3,411	6%
CHITTENDEN	7.7	4.4	10,787	20%
ESSEX	24.8	14.0	782	1%
FRANKLIN	15.5	12.3	4,885	9%
GRAND ISLE	28.8	25.1	613	1%
LAMOILLE	24.5	20.2	1,315	2%
ORANGE	17.9	14.6	2,805	5%
ORLEANS	26.0	14.9	3,256	6%
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WASHINGTON	15.5	7.3	3,820	7%
WINDHAM	15.8	9.3	3,952	8%
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Statewide	15.3	8.7	52,631	100%

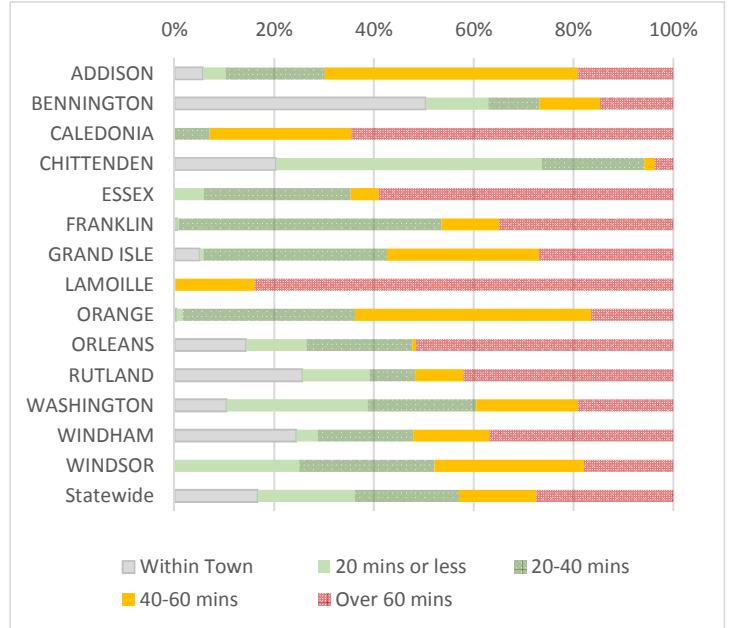
Pediatric Travel distribution (Distance)



CY 2015 Medicaid Recipients -- travel time (minutes) for CARDIOLOGY services

COUNTY of Residence	One way travel time to Attending Provider service location			
	Mean	Median	Recipients	%State
ADDISON	47.5	47.9	838	4%
BENNINGTON	29.3	0.0	1,720	9%
CALEDONIA	68.9	63.0	812	4%
CHITTENDEN	16.0	10.1	3,899	21%
ESSEX	75.3	69.6	202	1%
FRANKLIN	56.0	36.9	1,567	8%
GRAND ISLE	55.1	44.5	250	1%
LAMOILLE	70.8	66.5	582	3%
ORANGE	46.7	49.2	784	4%
ORLEANS	62.5	77.1	764	4%
RUTLAND	48.9	40.3	2,779	15%
WASHINGTON	35.0	32.1	1,616	9%
WINDHAM	45.7	48.3	1,427	8%
WINDSOR	39.8	38.6	1,437	8%
Statewide	41.2	32.8	18,677	100%

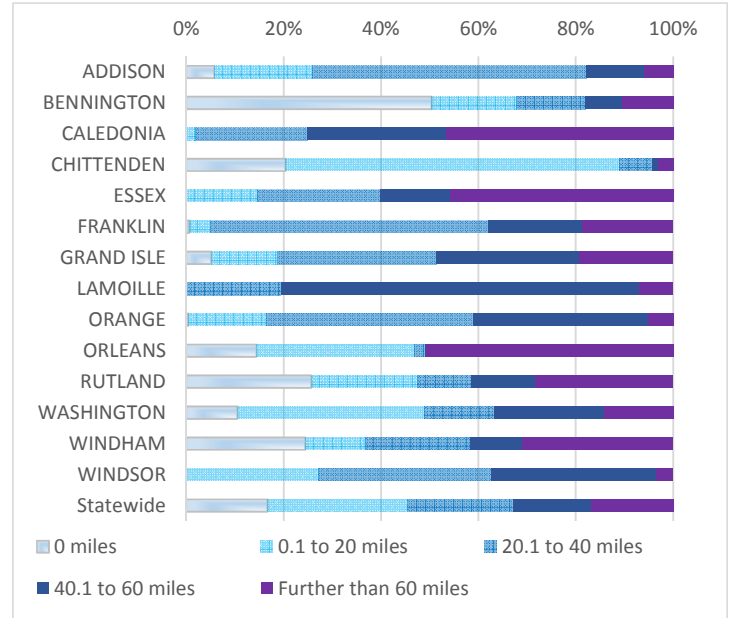
Cardiology Travel distribution (Time)



CY 2015 Medicaid Recipients -- distance (miles) for CARDIOLOGY services

COUNTY of Residence	Network (roadway) distance to Attending Provider service location			
	Mean	Median	Recipients	%State
ADDISON	30.4	27.3	838	4%
BENNINGTON	20.7	0.0	1,720	9%
CALEDONIA	57.9	59.5	812	4%
CHITTENDEN	11.4	7.1	3,899	21%
ESSEX	58.5	54.0	202	1%
FRANKLIN	43.5	37.2	1,567	8%
GRAND ISLE	44.0	33.3	250	1%
LAMOILLE	49.0	45.7	582	3%
ORANGE	35.9	34.2	784	4%
ORLEANS	53.8	62.0	764	4%
RUTLAND	32.1	22.3	2,779	15%
WASHINGTON	29.0	25.7	1,616	9%
WINDHAM	36.6	27.7	1,427	8%
WINDSOR	31.2	28.7	1,437	8%
Statewide	30.8	22.8	18,677	100%

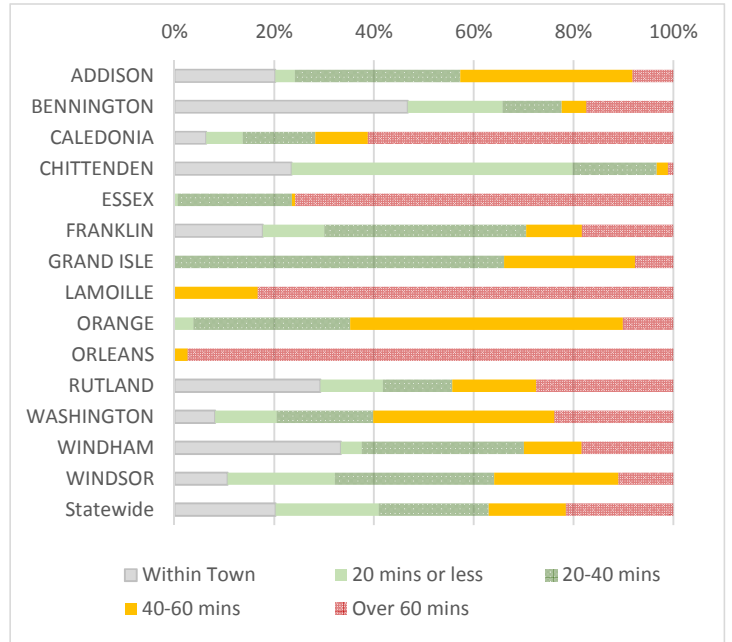
Cardiology Travel distribution (Distance)



CY 2015 Medicaid Recipients -- travel time (minutes) for UROLOGY services

COUNTY of Residence	One way travel time to Attending Provider service location			
	Mean	Median	Recipients	%State
ADDISON	33.0	36.5	222	5%
BENNINGTON	29.2	10.8	419	10%
CALEDONIA	61.8	60.8	205	5%
CHITTENDEN	12.8	10.1	838	19%
ESSEX	87.0	104.4	48	1%
FRANKLIN	34.6	31.2	364	8%
GRAND ISLE	40.7	32.6	40	1%
LAMOILLE	69.0	70.7	154	4%
ORANGE	45.3	41.8	214	5%
ORLEANS	112.5	117.1	188	4%
RUTLAND	37.6	28.1	620	14%
WASHINGTON	44.4	49.3	331	8%
WINDHAM	29.7	21.0	332	8%
WINDSOR	33.2	27.8	400	9%
Statewide	35.6	27.9	4,375	100%

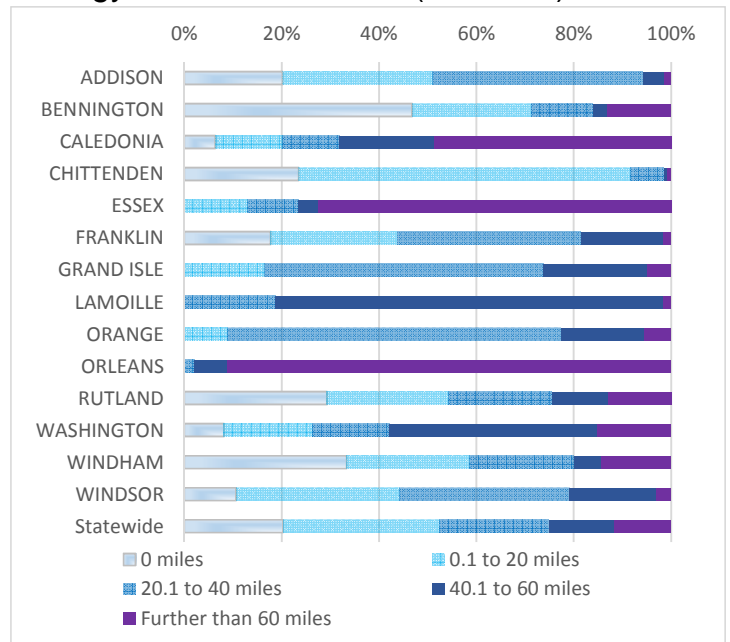
Urology Travel distribution (Time)



CY 2015 Medicaid Recipients -- distance (miles) for UROLOGY services

COUNTY of Residence	Network (roadway) distance to Attending Provider service location			
	Mean	Median	Recipients	%State
ADDISON	20.2	19.7	222	5%
BENNINGTON	20.4	5.4	419	10%
CALEDONIA	53.1	59.5	205	5%
CHITTENDEN	8.6	5.7	838	19%
ESSEX	64.7	68.0	48	1%
FRANKLIN	25.4	24.9	364	8%
GRAND ISLE	31.9	21.3	40	1%
LAMOILLE	46.9	49.3	154	4%
ORANGE	35.1	34.6	214	5%
ORLEANS	82.2	75.4	188	4%
RUTLAND	24.4	18.2	620	14%
WASHINGTON	38.0	45.4	331	8%
WINDHAM	22.5	14.3	332	8%
WINDSOR	24.3	22.4	400	9%
Statewide	25.9	18.2	4,375	100%

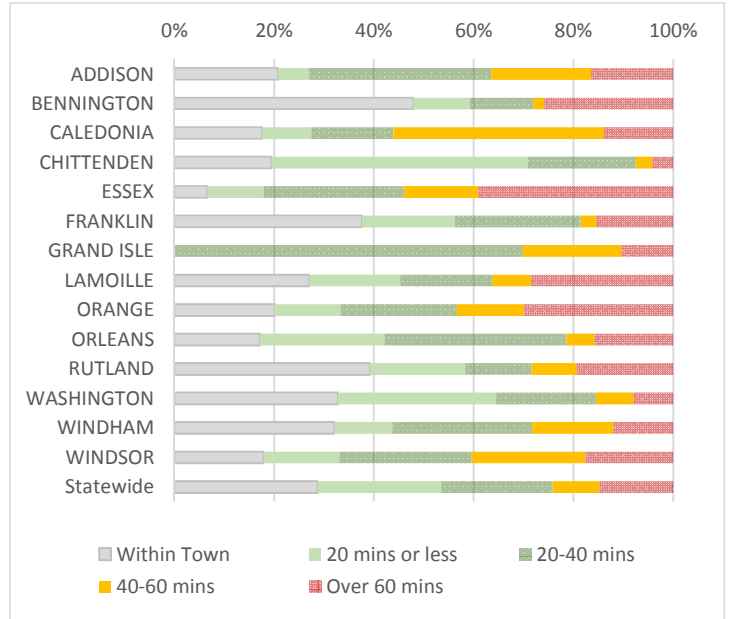
Urology Travel distribution (Distance)



CY 2015 Medicaid Recipients -- travel time (minutes) for BEHAVIORAL, MENTAL HEALTH & SUBSTANCE ABUSE services

COUNTY of Residence	One way travel time to Attending Provider service location			
	Mean	Median	Recipients	%State
ADDISON	36.4	26.9	1,883	4%
BENNINGTON	28.3	10.8	3,228	7%
CALEDONIA	38.6	40.3	2,603	6%
CHITTENDEN	18.0	12.7	10,373	22%
ESSEX	55.0	56.2	490	1%
FRANKLIN	24.3	12.7	3,442	7%
GRAND ISLE	42.9	32.6	454	1%
LAMOILLE	33.1	21.5	1,932	4%
ORANGE	39.9	34.7	2,099	4%
ORLEANS	30.0	22.8	2,095	4%
RUTLAND	29.8	13.6	5,027	11%
WASHINGTON	20.8	12.1	4,846	10%
WINDHAM	27.9	20.2	4,394	9%
WINDSOR	34.6	32.9	4,297	9%
Statewide	27.0	16.4	47,163	100%

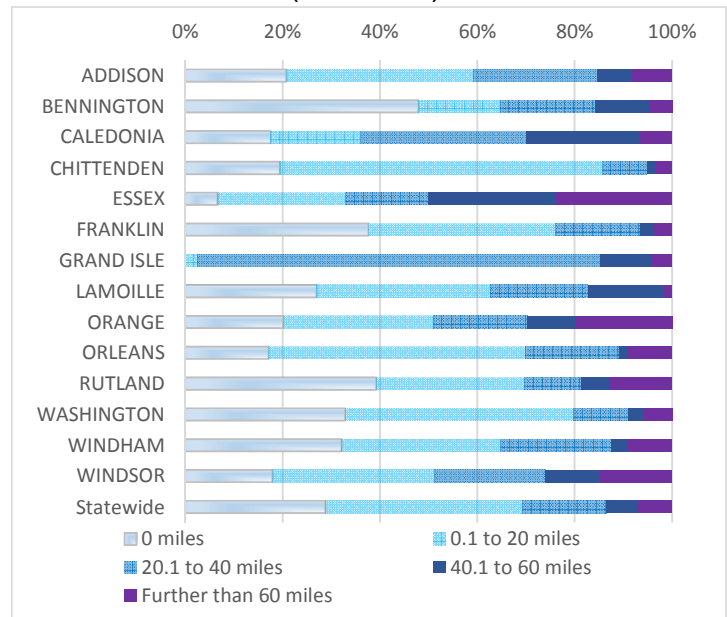
Behavioral, Mental Health & Substance Abuse Travel distribution (Time)



CY 2015 Medicaid Recipients -- distance (miles) for BEHAVIORAL, MENTAL HEALTH & SUBSTANCE ABUSE services

COUNTY of Residence	Network (roadway) distance to Attending Provider service location			
	Mean	Median	Recipients	%State
ADDISON	23.1	14.7	1,883	4%
BENNINGTON	17.6	5.4	3,228	7%
CALEDONIA	30.3	29.5	2,603	6%
CHITTENDEN	12.8	7.7	10,373	22%
ESSEX	41.4	41.9	490	1%
FRANKLIN	15.4	8.8	3,442	7%
GRAND ISLE	31.2	25.1	454	1%
LAMOILLE	19.7	10.7	1,932	4%
ORANGE	30.2	19.9	2,099	4%
ORLEANS	20.6	15.7	2,095	4%
RUTLAND	19.9	7.5	5,027	11%
WASHINGTON	14.9	7.3	4,846	10%
WINDHAM	22.2	14.3	4,394	9%
WINDSOR	28.5	19.2	4,297	9%
Statewide	18.9	8.8	47,163	100%

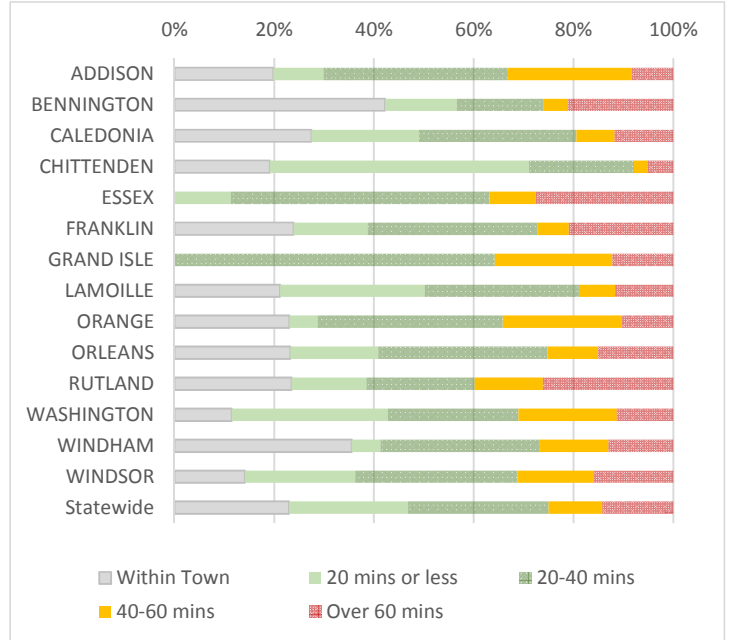
Behavioral, Mental Health & Substance Abuse Travel distribution (Distance)



CY 2015 Medicaid Recipients -- travel time (minutes) for OBSTETRIC services

COUNTY of Residence	One way travel time to Attending Provider service location			
	Mean	Median	Recipients	%State
ADDISON	31.0	26.9	1,319	6%
BENNINGTON	42.0	14.5	1,614	7%
CALEDONIA	26.8	20.5	1,273	6%
CHITTENDEN	17.4	12.7	4,142	19%
ESSEX	49.2	39.5	247	1%
FRANKLIN	32.0	31.2	1,625	7%
GRAND ISLE	41.1	32.6	206	1%
LAMOILLE	25.3	18.0	1,423	6%
ORANGE	31.8	30.5	1,034	5%
ORLEANS	31.1	22.2	1,468	7%
RUTLAND	38.5	27.1	2,866	13%
WASHINGTON	31.1	25.0	1,823	8%
WINDHAM	28.9	20.2	1,842	8%
WINDSOR	33.0	27.8	1,490	7%
Statewide	29.9	21.5	22,372	100%

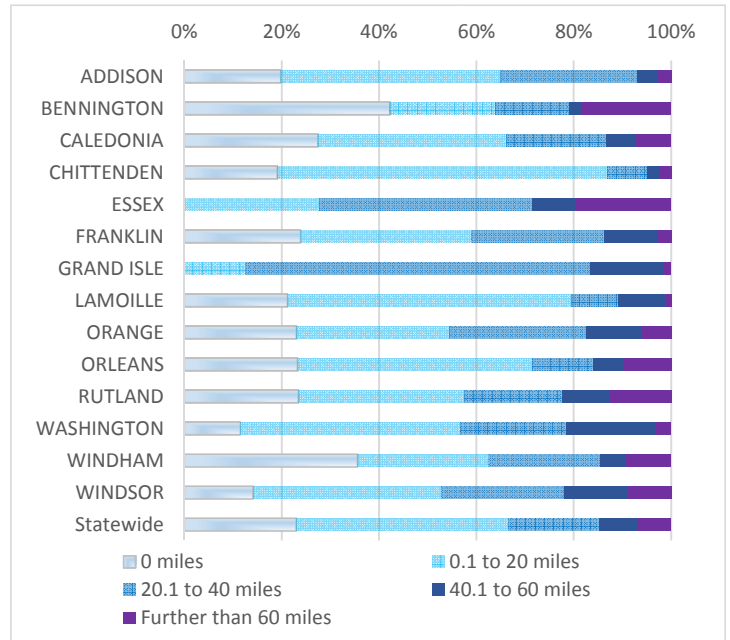
Obstetrics Travel distribution (Time)



CY 2015 Medicaid Recipients -- distance (miles) for OBSTETRIC services

COUNTY of Residence	Network (roadway) distance to Attending Provider service location			
	Mean	Median	Recipients	%State
ADDISON	18.5	14.7	1,319	6%
BENNINGTON	29.0	7.9	1,614	7%
CALEDONIA	19.8	14.7	1,273	6%
CHITTENDEN	11.8	7.7	4,142	19%
ESSEX	34.7	23.3	247	1%
FRANKLIN	21.4	19.7	1,625	7%
GRAND ISLE	29.4	22.4	206	1%
LAMOILLE	15.0	9.3	1,423	6%
ORANGE	22.3	16.1	1,034	5%
ORLEANS	21.8	13.7	1,468	7%
RUTLAND	24.0	17.0	2,866	13%
WASHINGTON	22.2	13.6	1,823	8%
WINDHAM	21.0	14.3	1,842	8%
WINDSOR	25.1	19.2	1,490	7%
Statewide	20.3	12.6	22,372	100%

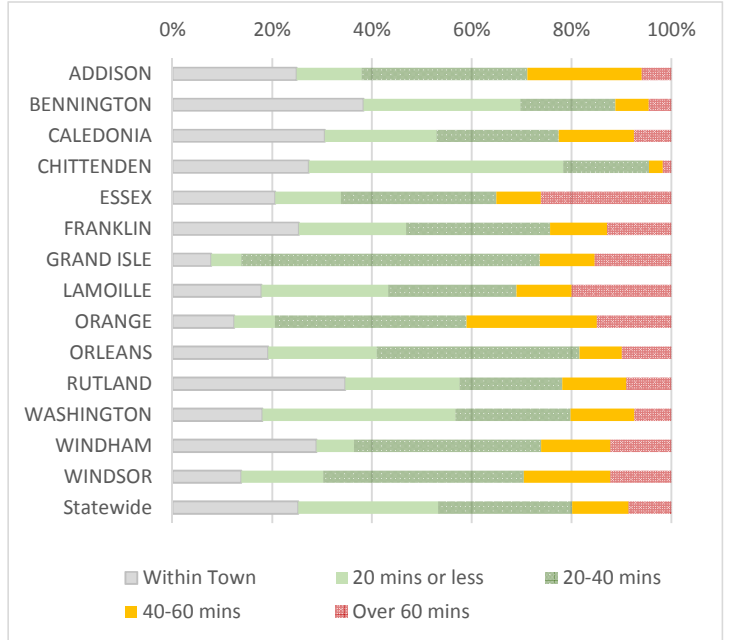
Obstetrics Travel distribution (Distance)



CY 2015 Medicaid Recipients -- travel time (minutes) for DENTAL services

COUNTY of Residence	One way travel time to Attending Provider service location			
	Mean	Median	Recipients	%State
ADDISON	27.4	26.9	4,008	5%
BENNINGTON	17.8	14.0	4,908	7%
CALEDONIA	25.6	17.9	4,976	7%
CHITTENDEN	13.4	9.7	15,607	21%
ESSEX	37.9	30.2	1,082	1%
FRANKLIN	27.2	24.8	5,691	8%
GRAND ISLE	34.6	27.4	866	1%
LAMOILLE	31.3	21.5	3,587	5%
ORANGE	37.3	34.9	3,129	4%
ORLEANS	27.8	22.2	5,215	7%
RUTLAND	23.1	18.9	8,190	11%
WASHINGTON	24.7	15.3	6,797	9%
WINDHAM	29.6	27.7	4,985	7%
WINDSOR	31.1	26.7	5,062	7%
Statewide	24.1	17.7	74,103	100%

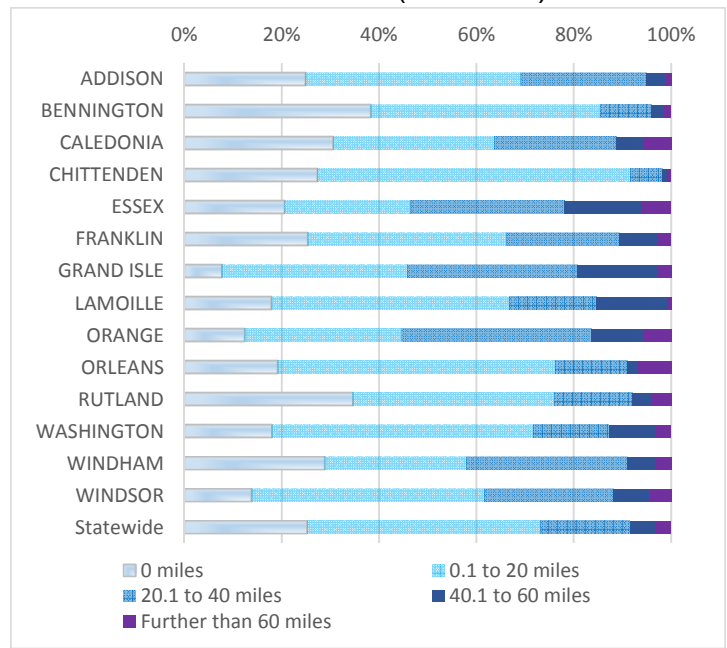
Dental Travel distribution (Time)



CY 2015 Medicaid Recipients -- distance (miles) for DENTAL services

COUNTY of Residence	Network (roadway) distance to Attending Provider service location			
	Mean	Median	Recipients	%State
ADDISON	15.8	14.7	4,008	5%
BENNINGTON	10.5	7.3	4,908	7%
CALEDONIA	18.4	12.6	4,976	7%
CHITTENDEN	8.3	5.0	15,607	21%
ESSEX	25.1	20.4	1,082	1%
FRANKLIN	17.4	11.9	5,691	8%
GRAND ISLE	25.2	20.1	866	1%
LAMOILLE	18.5	10.7	3,587	5%
ORANGE	25.2	21.9	3,129	4%
ORLEANS	18.1	14.1	5,215	7%
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WASHINGTON	17.2	10.4	6,797	9%
WINDHAM	18.3	16.5	4,985	7%
WINDSOR	21.2	16.8	5,062	7%
Statewide	15.5	9.6	74,103	100%

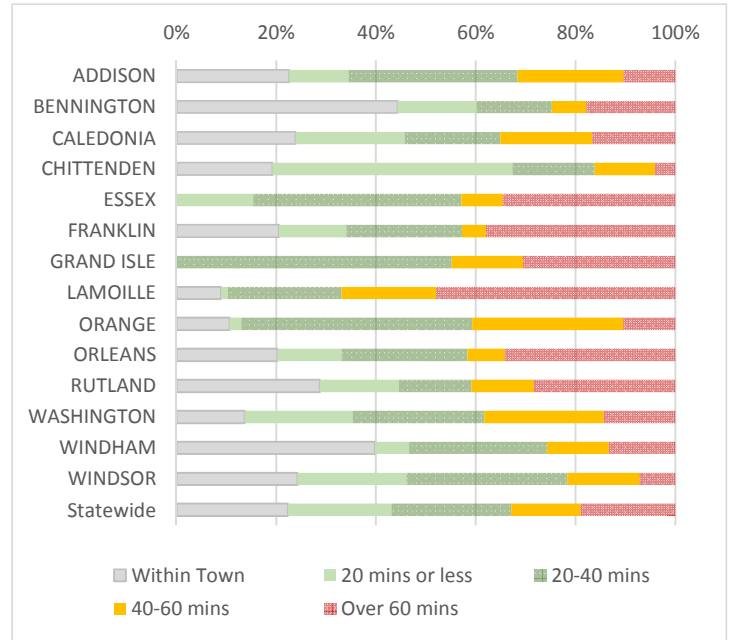
Dental Travel distribution (Distance)



CY 2015 Medicaid Recipients: travel time (minutes) for OPTHALMOLOGY - OPTOMETRY services

COUNTY of Residence	One way travel time to Attending Provider service location			
	Mean	Median	Recipients	%State
ADDISON	30.4	26.9	1,593	5%
BENNINGTON	30.0	13.8	1,955	6%
CALEDONIA	32.7	26.7	2,342	7%
CHITTENDEN	20.1	14.8	5,322	16%
ESSEX	54.6	39.5	540	2%
FRANKLIN	41.2	39.8	2,896	9%
GRAND ISLE	53.8	34.2	360	1%
LAMOILLE	55.3	57.5	1,442	4%
ORANGE	36.2	34.3	1,618	5%
ORLEANS	46.0	28.3	2,264	7%
RUTLAND	39.3	27.1	3,780	11%
WASHINGTON	33.6	34.5	2,929	9%
WINDHAM	26.4	20.2	2,639	8%
WINDSOR	24.6	20.9	3,258	10%
Statewide	33.2	23.5	32,938	100%

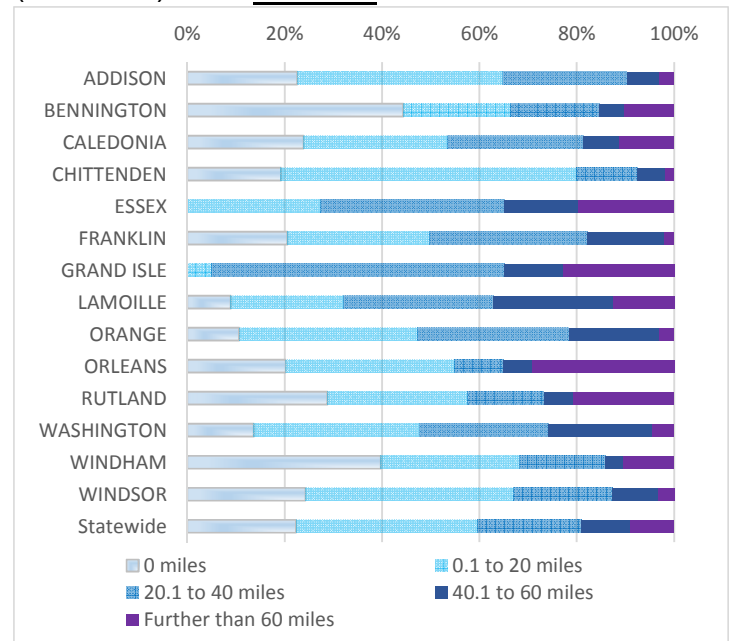
Ophthalmology, Optometry Travel distribution (Time)



CY 2015 Medicaid Recipients: distance (miles) for OPTHALMOLOGY - OPTOMETRY services

COUNTY of Residence	Network (roadway) distance to Attending Provider service location			
	Mean	Median	Recipients	%State
ADDISON	18.3	14.7	1,593	5%
BENNINGTON	20.4	7.1	1,955	6%
CALEDONIA	24.4	18.7	2,342	7%
CHITTENDEN	13.6	8.0	5,322	16%
ESSEX	39.0	23.3	540	2%
FRANKLIN	24.5	22.2	2,896	9%
GRAND ISLE	38.9	26.3	360	1%
LAMOILLE	35.2	37.1	1,442	4%
ORANGE	25.5	21.1	1,618	5%
ORLEANS	35.5	16.4	2,264	7%
RUTLAND	25.7	17.0	3,780	11%
WASHINGTON	25.7	23.4	2,929	9%
WINDHAM	18.7	12.0	2,639	8%
WINDSOR	17.8	12.0	3,258	10%
Statewide	22.8	14.6	32,938	100%

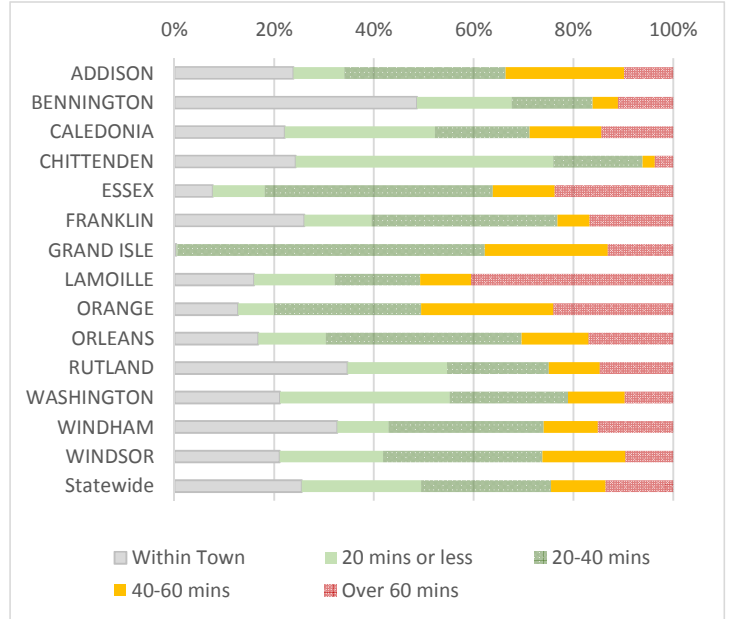
Ophthalmology, Optometry Travel distribution (Distance)



**CY 2015 Medicaid Recipients -- travel time (minutes) for
ADVANCED IMAGING services**

COUNTY of Residence	One way travel time to Attending Provider service location			
	Mean	Median	Recipients	%State
ADDISON	30.8	26.9	7,195	5%
BENNINGTON	22.6	10.8	11,150	7%
CALEDONIA	29.6	17.9	8,984	6%
CHITTENDEN	15.2	10.1	28,740	19%
ESSEX	46.9	33.9	2,130	1%
FRANKLIN	30.6	25.1	12,289	8%
GRAND ISLE	43.6	32.6	1,686	1%
LAMOILLE	43.7	41.0	6,675	4%
ORANGE	43.5	40.6	6,730	4%
ORLEANS	37.7	28.3	9,580	6%
RUTLAND	26.4	19.2	17,440	11%
WASHINGTON	24.9	15.3	13,759	9%
WINDHAM	28.9	20.2	12,394	8%
WINDSOR	27.8	23.2	12,964	9%
Statewide	28.1	20.2	151,716	100%

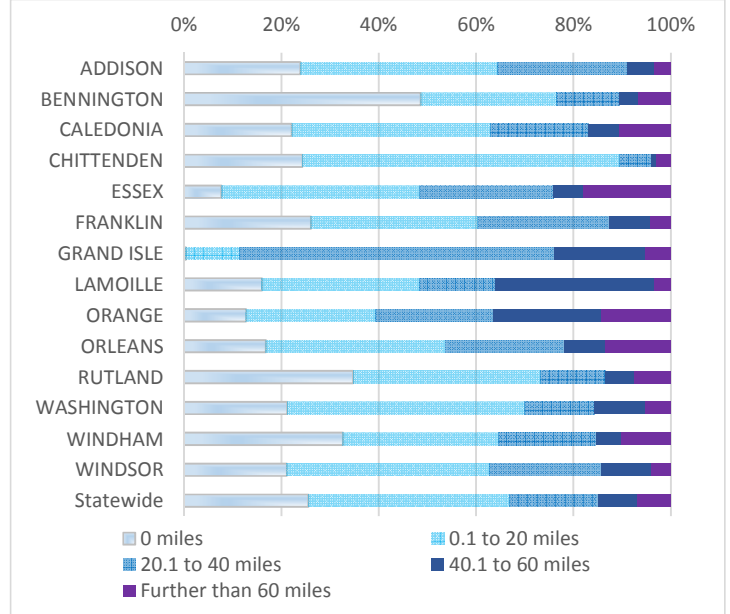
Advanced Imaging Travel distribution (Time)



**CY 2015 Medicaid Recipients -- distance (miles) for
ADVANCED IMAGING services**

COUNTY of Residence	Network (roadway) distance to Attending Provider service location			
	Mean	Median	Recipients	%State
ADDISON	18.8	14.7	7,195	5%
BENNINGTON	15.1	5.4	11,150	7%
CALEDONIA	22.4	12.6	8,984	6%
CHITTENDEN	10.4	5.4	28,740	19%
ESSEX	33.2	20.3	2,130	1%
FRANKLIN	20.7	13.6	12,289	8%
GRAND ISLE	32.0	25.1	1,686	1%
LAMOILLE	27.5	22.7	6,675	4%
ORANGE	32.1	28.5	6,730	4%
ORLEANS	29.1	18.9	9,580	6%
RUTLAND	16.3	9.1	17,440	11%
WASHINGTON	18.1	9.9	13,759	9%
WINDHAM	20.3	14.3	12,394	8%
WINDSOR	19.5	14.5	12,964	9%
Statewide	19.5	11.9	151,716	100%

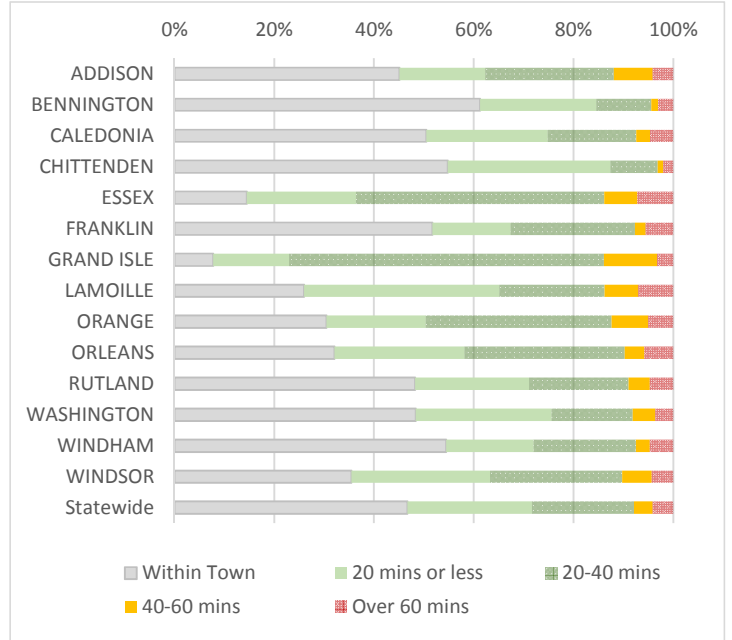
Advanced Imaging Travel distribution (Distance)



CY 2015 Medicaid Recipients -- travel time (minutes) for PHARMACY

COUNTY of Residence	One way travel time to Pharmacy			
	Mean	Median	Recipients	%State
ADDISON	17.6	12.3	6,907	5%
BENNINGTON	10.6	0.0	10,131	7%
CALEDONIA	14.2	0.0	7,913	6%
CHITTENDEN	9.2	0.0	26,278	19%
ESSEX	29.3	24.5	1,865	1%
FRANKLIN	15.6	0.0	11,010	8%
GRAND ISLE	27.9	30.7	1,544	1%
LAMOILLE	20.2	15.3	5,703	4%
ORANGE	21.5	18.7	6,117	4%
ORLEANS	19.9	13.2	8,257	6%
RUTLAND	15.3	3.8	16,054	12%
WASHINGTON	13.5	4.7	11,992	9%
WINDHAM	14.3	0.0	11,088	8%
WINDSOR	16.7	9.6	11,812	9%
Statewide	14.8	7.8	136,671	100%

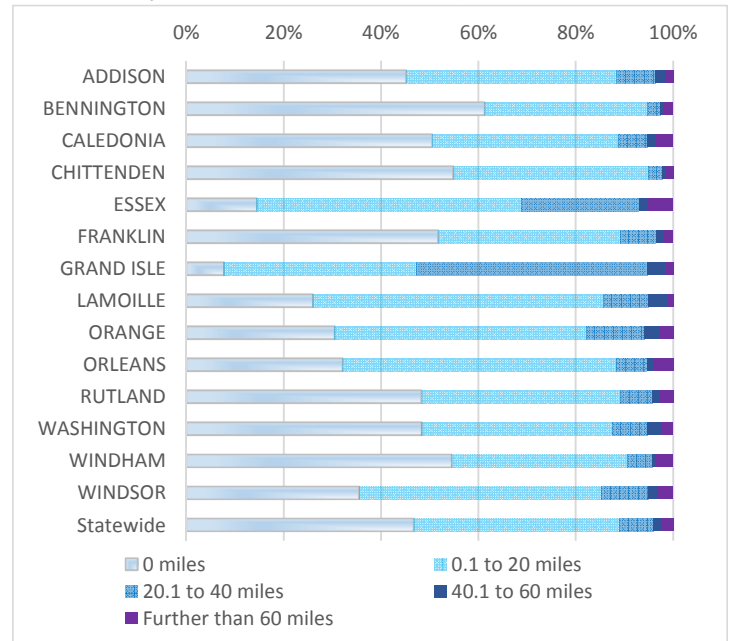
Pharmacy Travel distribution (Time)



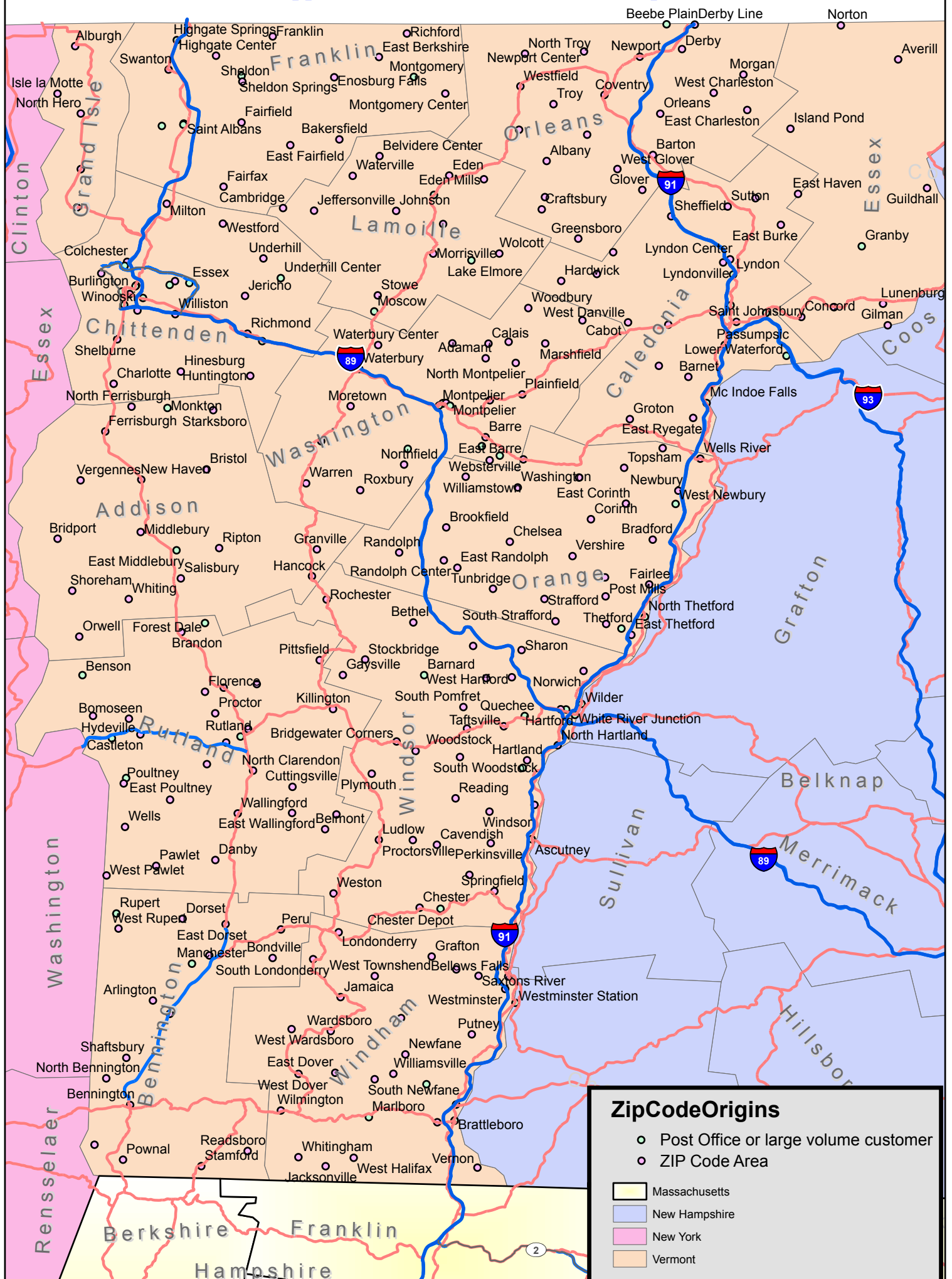
CY 2015 Medicaid Recipients -- distance (miles) for PHARMACY

COUNTY of Residence	Network (roadway) distance to Pharmacy			
	Mean	Median	Recipients	%State
ADDISON	10.2	7.5	6,907	5%
BENNINGTON	6.4	0.0	10,131	7%
CALEDONIA	9.9	0.0	7,913	6%
CHITTENDEN	6.1	0.0	26,278	19%
ESSEX	18.6	13.9	1,865	1%
FRANKLIN	9.8	0.0	11,010	8%
GRAND ISLE	19.2	21.3	1,544	1%
LAMOILLE	11.6	8.3	5,703	4%
ORANGE	13.2	9.1	6,117	4%
ORLEANS	13.0	7.3	8,257	6%
RUTLAND	9.0	1.7	16,054	12%
WASHINGTON	9.3	2.3	11,992	9%
WINDHAM	9.7	0.0	11,088	8%
WINDSOR	11.2	5.4	11,812	9%
Statewide	9.4	3.7	136,671	100%

Pharmacy Travel distribution (Distance)



Appendix C - Vermont Residential Zip Codes



ZipCodeOrigins

- Post Office or large volume customer
- ZIP Code Area

- Massachusetts
- New Hampshire
- New York
- Vermont