

## **Exhibit E – Provider Panel and Network (200 points total)**

Please limit response to five (5) pages, excluding any requested flow charts, examples, etc.

- a. Please provide Bidder's provider list by county using Appendix 4, Provider List.
- b. Please describe whether the Bidder's network allows for provider access in the following areas (30 points):
  - i. Washington State?
  - ii. Oregon?
  - iii. Idaho?
  - iv. Other states in the U.S? Please list.
  - v. In the District of Columbia?
  - vi. Other U.S Territories? Please List.
  - vii. Internationally? Please list areas and what resources are offered to Members traveling abroad that need vision care or hardware.
- c. Describe any standards Bidder has for geographic access and appointment availability for care. What is the average wait time for a Member to see a provider from their initial call to request an appointment to actual visit? (30 points).
- d. If there is a need for additional providers, can they be added to Bidder's provider network(s)? If "yes," please describe the process and the approximate length of time it takes for a provider to be added to the network. How many providers has the Bidder added and how many have disenrolled in the past 12 months? (30 points).
- e. What are the established standards of care the Bidder's contracted providers are required to adhere to when providing eye care services? Describe Bidder's provider credentialing and re-credentialing process. Include whether or not Bidder's provider credentialing process meets any specific standards and list what the standards are. (30 points)
- f. What are the top three (3) primary reasons providers have disenrolled from the Bidder's network? (20 points)
- g. Describe in detail how network providers are reimbursed (20 points).
- h. What percent of Bidder's current membership uses network providers as compared to out-of-network providers? (20 points)
- i. Submit a copy (or screenshots) of a provider directory. (20 points)