

**Aetna Dental Inc. 2017 Exception Requested for Service Areas Without Desired Access
Dental Maintenance Organization**

In accordance with Texas Administrative Code Title 28, 11.1607 Accessibility and Availability Requirements, Aetna Dental Maintenance Organization, Inc. requested Texas Department of Insurance approval for an exception to the 75-mile radius requirement for those specialty providers identified below.

*Any county not listed is considered adequate

11.1607 (j) (1)

Outlined below are the counties (zip codes) where the identified Dental (Specialty) Provider is over 75 miles.

Provider Type	County	Comment
General Dentists	ARCHER	Note: Per search of the Texas State Board of Dental Examiners mailing list, there are no available General Dentists in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	ARMSTRONG	Note: Per search of the Texas State Board of Dental Examiners mailing list, there are no available General Dentists in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	BAILEY	The DHMO is unable to obtain reasonable contracts. Note: Per search of the Texas State Board of Dental Examiners mailing list, there is only one available General Dentist in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	BAYLOR	The DHMO is unable to obtain reasonable contracts. Note: Per search of the Texas State Board of Dental Examiners mailing list, there is only one available General Dentist in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	BORDEN	Note: Per search of the Texas State Board of Dental Examiners mailing list, there are no available General Dentists in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	BOWIE	The DHMO is unable to obtain reasonable contracts. The Plan's PDN includes participating General Dentists in this county that meet the access standards.
	BREWSTER	The DHMO is unable to obtain reasonable contracts. The Plan's PDN includes one participating General Dentist in this county that meets the access standards.
	BRISCOE	Note: Per search of the Texas State Board of Dental Examiners mailing list, there are no available General Dentists in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	BROWN	The DHMO is unable to obtain reasonable contracts. The Plan's PDN includes participating General Dentists in this county that meet the access standards.
	CALLAHAN	The DHMO is unable to obtain reasonable contracts. The Plan's PDN includes participating General Dentists in this county that meet the access standards.

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	CARSON	Note: Per search of the Texas State Board of Dental Examiners mailing list, there are no available General Dentists in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	CASTRO	The DHMO is unable to obtain reasonable contracts. The Plan's PDN includes one participating General Dentist in this county that meets the access standards.
	CHILDRESS	The DHMO is unable to obtain reasonable contracts. The Plan's PDN includes one participating General Dentist in this county that meets the access standards.
	CLAY	Note: Per search of the Texas State Board of Dental Examiners mailing list, there is only one available General Dentist in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	COCHRAN	Note: Per search of the Texas State Board of Dental Examiners mailing list, there are no available General Dentists in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	COKE	Note: Per search of the Texas State Board of Dental Examiners mailing list, there are no available General Dentists in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	COLEMAN	The DHMO is unable to obtain reasonable contracts.
	COLLINGSWORTH	Note: Per search of the Texas State Board of Dental Examiners mailing list, there is only one available General Dentist in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	COMANCHE	The DHMO is unable to obtain reasonable contracts.
	CONCHO	Note: Per search of the Texas State Board of Dental Examiners mailing list, there is only one available General Dentist in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county. This one dentist on the mailing list is currently contracted with the DHMO.
	CORYELL	The DHMO is unable to obtain reasonable contracts.
	COTILE	Note: Per search of the Texas State Board of Dental Examiners mailing list, there are no available General Dentists in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	CROCKETT	Note: Per search of the Texas State Board of Dental Examiners mailing list, there are no available General Dentists in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	CROSBY	Note: Per search of the Texas State Board of Dental Examiners mailing list, there are no available General Dentists in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	DALLAM	Note: Per search of the Texas State Board of Dental Examiners mailing list, there is only one available General Dentist in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.

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	DEAF SMITH	The DHMO is unable to obtain reasonable contracts.
	DICKENS	Note: Per search of the Texas State Board of Dental Examiners mailing list, there are no available General Dentists in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	DONLEY	Note: Per search of the Texas State Board of Dental Examiners mailing list, there are no available General Dentists in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	EASTLAND	The DHMO is unable to obtain reasonable contracts.
	EDWARDS	Note: Per search of the Texas State Board of Dental Examiners mailing list, there are no available General Dentists in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	FISHER	Note: Per search of the Texas State Board of Dental Examiners mailing list, there are no available General Dentists in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	FLOYD	The DHMO is unable to obtain reasonable contracts.
	FOARD	Note: Per search of the Texas State Board of Dental Examiners mailing list, there are no available General Dentists in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	GAINES	The DHMO is unable to obtain reasonable contracts. Note: Per search of the Texas State Board of Dental Examiners mailing list, there is only one available General Dentist in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	GARZA	The DHMO is unable to obtain reasonable contracts. Note: Per search of the Texas State Board of Dental Examiners mailing list, there is only one available General Dentist in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	GRAY	The DHMO is unable to obtain reasonable contracts.
	HALE	The DHMO is unable to obtain reasonable contracts.
	HALL	Note: Per search of the Texas State Board of Dental Examiners mailing list, there are no available General Dentists in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	HANSFORD	Note: Per search of the Texas State Board of Dental Examiners mailing list, there is only one available General Dentist in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	HARDEMAN	Note: Per search of the Texas State Board of Dental Examiners mailing list, there is only one available General Dentist in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	HARTLEY	Note: Per search of the Texas State Board of Dental Examiners mailing list, there are no available General Dentists in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.

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	HASKELL	Note: Per search of the Texas State Board of Dental Examiners mailing list, there is only one available General Dentist in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	HEMPHILL	Note: Per search of the Texas State Board of Dental Examiners mailing list, there are no available General Dentists in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	HOCKLEY	The DHMO is unable to obtain reasonable contracts.
	HUDSPETH	Note: Per search of the Texas State Board of Dental Examiners mailing list, there are no available General Dentists in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	HUTCHINSON	The DHMO is unable to obtain reasonable contracts.
	IRION	Note: Per search of the Texas State Board of Dental Examiners mailing list, there are no available General Dentists in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	JEFF DAVIS	Note: Per search of the Texas State Board of Dental Examiners mailing list, there is only one available General Dentist in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	JONES	The DHMO is unable to obtain reasonable contracts.
	KENT	Note: Per search of the Texas State Board of Dental Examiners mailing list, there are no available General Dentists in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	KERR	The DHMO is unable to obtain reasonable contracts.
	KIMBLE	Note: Per search of the Texas State Board of Dental Examiners mailing list, there is only one available General Dentist in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	KING	Note: Per search of the Texas State Board of Dental Examiners mailing list, there are no available General Dentists in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	KNOX	Note: Per search of the Texas State Board of Dental Examiners mailing list, there are no available General Dentists in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	LAMAR	The DHMO is unable to obtain reasonable contracts. The Plan's PDN includes participating General Dentists in this county that meet the access standards.
	LAMB	The DHMO is unable to obtain reasonable contracts.
	LAVACA	The DHMO is unable to obtain reasonable contracts.
	LIPSCOMB	Note: Per search of the Texas State Board of Dental Examiners mailing list, there is only one available General Dentist in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.

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	LOVING	Note: Per search of the Texas State Board of Dental Examiners mailing list, there are no available General Dentists in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	LUBBOCK	The DHMO is unable to obtain reasonable contracts.
	LYNN	Note: Per search of the Texas State Board of Dental Examiners mailing list, there is only one available General Dentist in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	MASON	Note: Per search of the Texas State Board of Dental Examiners mailing list, there is only one available General Dentist in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	MAVERICK	The DHMO is unable to obtain reasonable contracts. The Plan's PDN includes participating General Dentists in this county that meet the access standards.
	MCCULLOCH	The DHMO is unable to obtain reasonable contracts. The Plan's PDN includes one participating General Dentist in this county that meets the access standards.
	MENARD	The DHMO is unable to obtain reasonable contracts. The Plan's PDN includes one participating General Dentist in this county that meets the access standards.
	MILLS	Note: Per search of the Texas State Board of Dental Examiners mailing list, there are only two available General Dentists in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	MITCHELL	Note: Per search of the Texas State Board of Dental Examiners mailing list, there is only one available General Dentist in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	MOORE	Note: Per search of the Texas State Board of Dental Examiners mailing list, there is only one available General Dentist in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	MOTLEY	Note: Per search of the Texas State Board of Dental Examiners mailing list, there is only one available General Dentist in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	NACOGDOCHES	The DHMO is unable to obtain reasonable contracts. The Plan's PDN includes participating General Dentists in this county that meet the access standards.
	NEWTON	Note: Per search of the Texas State Board of Dental Examiners mailing list, there are no available General Dentists in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	NOLAN	The DHMO is unable to obtain reasonable contracts.
	OCHILTREE	Note: Per search of the Texas State Board of Dental Examiners mailing list, there are only two available General Dentists in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.

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	OLDHAM	Note: Per search of the Texas State Board of Dental Examiners mailing list, there are no available General Dentists in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	PANOLA	The DHMO is unable to obtain reasonable contracts.
	PARMER	Note: Per search of the Texas State Board of Dental Examiners mailing list, there is only one available General Dentist in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	PECOS	Note: Per search of the Texas State Board of Dental Examiners mailing list, there is only one available General Dentist in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	POTTER	The DHMO is unable to obtain reasonable contracts.
	RANDALL	The DHMO is unable to obtain reasonable contracts. The Plan's PDN includes participating General Dentists in this county that meet the access standards.
	REAL	Note: Per search of the Texas State Board of Dental Examiners mailing list, there is only one available General Dentist in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	RED RIVER	Note: Per search of the Texas State Board of Dental Examiners mailing list, there is only one available General Dentist in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	REEVES	Note: Per search of the Texas State Board of Dental Examiners mailing list, there is only one available General Dentist in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	ROBERTS	Note: Per search of the Texas State Board of Dental Examiners mailing list, there are no available General Dentists in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	ROBERTSON	The DHMO is unable to obtain reasonable contracts.
	RUNNELS	Note: Per search of the Texas State Board of Dental Examiners mailing list, there are no available General Dentists in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	SABINE	Note: Per search of the Texas State Board of Dental Examiners mailing list, there are only two available General Dentists in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	SAN AUGUSTINE	The DHMO is unable to obtain reasonable contracts. The Plan's PDN includes one participating General Dentist in this county that meets the access standards.
	SAN SABA	Note: Per search of the Texas State Board of Dental Examiners mailing list, there are only two available General Dentists in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.

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	SCHLEICHER	Note: Per search of the Texas State Board of Dental Examiners mailing list, there are no available General Dentists in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	SCURRY	The DHMO is unable to obtain reasonable contracts.
	SHACKELFORD	The DHMO is unable to obtain reasonable contracts. The Plan's PDN includes participating General Dentists in this county that meet the access standards.
	SHELBY	The DHMO is unable to obtain reasonable contracts.
	SHERMAN	Note: Per search of the Texas State Board of Dental Examiners mailing list, there are no available General Dentists in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	STEPHENS	The DHMO is unable to obtain reasonable contracts. The Plan's PDN includes participating General Dentists in this county that meet the access standards.
	STONEWALL	Note: Per search of the Texas State Board of Dental Examiners mailing list, there are no available General Dentists in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	SUTTON	Note: Per search of the Texas State Board of Dental Examiners mailing list, there are no available General Dentists in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	SWISHER	Note: Per search of the Texas State Board of Dental Examiners mailing list, there is only one available General Dentist in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	TAYLOR	The DHMO is unable to obtain reasonable contracts. The Plan's PDN includes participating General Dentists in this county that meet the access standards.
	TERRY	Note: Per search of the Texas State Board of Dental Examiners mailing list, there is only one available General Dentist in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	THROCKMORTON	Note: Per search of the Texas State Board of Dental Examiners mailing list, there are no available General Dentists in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	TOM GREEN	The DHMO is unable to obtain reasonable contracts.
	UVALDE	The DHMO is unable to obtain reasonable contracts. The Plan's PDN includes participating General Dentists in this county that meet the access standards.
	WARD	Note: Per search of the Texas State Board of Dental Examiners mailing list, there are no available General Dentists in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	WEBB	The DHMO is unable to obtain reasonable contracts. The Plan's PDN includes participating General Dentists in this county that meet the access standards.

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	WHEELER	Note: Per search of the Texas State Board of Dental Examiners mailing list, there are only two available General Dentists in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	WICHITA	The DHMO is unable to obtain reasonable contracts. The Plan's PDN includes participating General Dentists in this county that meet the access standards.
	WILBARGER	Note: Per search of the Texas State Board of Dental Examiners mailing list, there is only one available General Dentist in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	YOAKUM	Note: Per search of the Texas State Board of Dental Examiners mailing list, there is only one available General Dentist in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.
	YOUNG	The DHMO is unable to obtain reasonable contracts.
	ZAPATA	Note: Per search of the Texas State Board of Dental Examiners mailing list, there is only one available General Dentist in the county listed. In accordance with 28 TAC 11.1607, the Company requests a waiver for General Dentists for this county.

11.1607 (j) (2)

Included are maps of each dental specialty identifying the areas in which the above outlined services are not available within 75 miles. The maps show concentric circles where there is coverage within 75 miles. Any remaining areas identify those service areas without 75 mile coverage.

11.1607 (j) (3)

Aetna continues to pursue contracts with dental providers where they are available. However, some areas do not have dentist available and/or the dentists available are not interested in reasonable contracts.

11.1607 (j) (4)

If a member is unable to locate a participating dentist for their dental needs (including specialty referrals), they should contact Aetna Member Services. Member Services will find a participating dentist for the member within the service area radii (75 miles) or authorize the member to receive covered dental services from a dentist outside the network. The member's out-of-pocket costs will be the same as if they received services from a dentist in the network.

Dental providers and/or members should contact Aetna's member services for assistance finding an available dentist in the network or any time a referral is requested for a non-participating dental provider. If an in-network dentist is not available within 75 miles for covered services, Member Services can authorize dental services from a dentist outside the network. The member's out-of-pocket costs will be the same as if they received services from a dentist in the network.

11.1607 (j) (5)

In the event that a Dental Maintenance Organization (DMO) participating dentist/specialist is not available, the Plan may utilize the Aetna Participating Dental Network (PDN). In addition, the Texas State Board of Dental Examiners mailing list was reviewed for availability of dentists where access standards are not met. The listing of available dentists is included. (A) The dental providers were notified in writing (USPS) and invited to join the network on August 24, 2017. (B) No response to date.

Provider Type	County	Comment
11.1607 (j) (6)		
Members are instructed to call Aetna Member Services if they cannot find a dentist for their dental needs in the network (within a 75 mile radius). Member services will find a participating dentist for the member or authorize the member to obtain services outside the network. The member's out-of-pocket costs will be the same as if they received services in-network. When the member contacts Aetna for assistance in arranging dental services by a non-participating provider and the Plan authorizes care for these covered services, then the member does not need to file a request for reimbursement.		
11.1607 (j) (7)		
Aetna continues to pursue contracts with dental providers where they are available. In order to improve the network access plan, Aetna takes the following steps - Annually, provider solicitation notices are published in publications around the state inviting providers to join the network. The Texas State Board of Dental Examiners mailing list was reviewed for availability of providers where access standards are not met. The available dental providers have been notified and invited to join the network.		
11.1607 (j) (8)		
In the event that a Dental Maintenance Organization (DMO) participating dentist/specialist is not available, the Plan may utilize the Aetna Participating Dental Network (PDN). The fees for the participating PDN dental providers have been negotiated in advance.		