

OVERVIEW

When contracted providers are not available within the TDI mileage access standards **Humana Insurance Company** provides for in-network benefit coverage in a variety of ways depending on the type of provider and the specific medical need of the patient. The most common practices include:

1. Negotiating ad hoc agreements with local providers within the access standards. Ad hoc agreements prohibit balance billing of members.
2. Paying in-network benefit levels for non-contracted local area providers within the mileage standards.
3. Assisting members in identifying contracted providers in alternative specialties within the mileage standards who are qualified to treat the condition. When using contracted providers in-network benefit are paid and providers are prohibited from balance billing the member.
4. When no appropriate providers are available within the mileage standard, in-network benefits will be paid for the nearest reasonably located contracted provider or a reasonably located non-contracted provider. Contracted providers are prohibited from balance billing the member.
5. To further prevent balance billing we calculate plan payments using the providers billed charges as the basis for the allowable charges.
See detailed worksheets for access information by county and by specialty.
6. Patients have the right to choose all plan services and options. When advised by a member that there is no participating practitioner in his/her geographic area (member would have to travel more than 30 miles from his/her resident) OR there is no participating provider with appropriate training and experience to meet the member's particular vision care needs, **Humana Insurance Company** will allow the member to access a non-participating provider. There will be no additional cost to the member beyond what the member would otherwise pay for services received within the network."

County	Provider Type	Rationale/Action Plan	General Plan for Access	Ad Hoc Providers/ other Health Care Services Made Available	General Description of Day to Day Procedures
Dallam	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Sherman	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Hansford	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Ochiltree	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Lipscomb	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Hartley	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.

Roberts	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Hemphill	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Gray	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Wheeler	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Donley	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Collingsworth	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.

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Childress	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Bailey	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Motley	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Cottle	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.

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Foard	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Wilbarger	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Wichita	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Clay	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Dickens	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.

King	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Knox	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Baylor	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Archer	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Kent	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
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Throckmorton	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Young	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Jack	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Gaines	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Borden	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.

Scurry	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Fisher	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Jones	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Shackelford	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Stephens	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Palo Pinto	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.

Andrews	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Martin	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Howard	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Mitchell	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Nolan	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Taylor	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.

Callahan	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Eastland	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Erath	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Comanche	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Hudspeth	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Culberson	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.

Reeves	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Jeff Davis	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Pecos	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Presidio	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Brewster	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Terrell	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.

Loving	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Winkler	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Ector	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Midland	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Glasscock	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Sterling	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.

Coke	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Runnels	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Coleman	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Brown	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Ward	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Crane	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.

Upton	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Reagan	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Irion	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Tom Green	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Concho	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
McCulloch	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.

Crockett	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Schleicher	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Menard	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Sutton	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Kimball	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Edwards	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
La Salle	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very	Benefits are limited to routine vision care. Targets are considered to be met when there are an	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-

Webb	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Duval	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
McMullen	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Briscoe	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Val Verde	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Aransas	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.

Bee	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Dimmit	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
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El Paso	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Goliad	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Jim Wells	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.

Kleberg	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Live Oak	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Nueces	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
Orange	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to make arrangements to see another provider.
San Patricio	Ophthalmology	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to coordinate care, ensuring the member will be held harmless and receive services at the in network benefit level.
Dallam	Optometry	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to coordinate care, ensuring the member will be held harmless and receive services at the in network benefit level.

Sherman	Optometry	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to coordinate care, ensuring the member will be held harmless and receive services at the in network benefit level.
Hansford	Optometry	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to coordinate care, ensuring the member will be held harmless and receive services at the in network benefit level.
Ochiltree	Optometry	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to coordinate care, ensuring the member will be held harmless and receive services at the in network benefit level.
Lipscomb	Optometry	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to coordinate care, ensuring the member will be held harmless and receive services at the in network benefit level.
Hartley	Optometry	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to coordinate care, ensuring the member will be held harmless and receive services at the in network benefit level.
Roberts	Optometry	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to coordinate care, ensuring the member will be held harmless and receive services at the in network benefit level.

Hemphill	Optometry	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to coordinate care, ensuring the member will be held harmless and receive services at the in network benefit level.
Gray	Optometry	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to coordinate care, ensuring the member will be held harmless and receive services at the in network benefit level.
Wheeler	Optometry	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to coordinate care, ensuring the member will be held harmless and receive services at the in network benefit level.
Collingsworth	Optometry	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to coordinate care, ensuring the member will be held harmless and receive services at the in network benefit level.
Donley	Optometry	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to coordinate care, ensuring the member will be held harmless and receive services at the in network benefit level.
Parmer	Optometry	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to coordinate care, ensuring the member will be held harmless and receive services at the in network benefit level.

Hall	Optometry	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to coordinate care, ensuring the member will be held harmless and receive services at the in network benefit level.
Bailey	Optometry	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to coordinate care, ensuring the member will be held harmless and receive services at the in network benefit level.
Motley	Optometry	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to coordinate care, ensuring the member will be held harmless and receive services at the in network benefit level.
King	Optometry	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to coordinate care, ensuring the member will be held harmless and receive services at the in network benefit level.
Dickens	Optometry	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to coordinate care, ensuring the member will be held harmless and receive services at the in network benefit level.
Kent	Optometry	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to coordinate care, ensuring the member will be held harmless and receive services at the in network benefit level.

Stonewall	Optometry	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to coordinate care, ensuring the member will be held harmless and receive services at the in network benefit level.
Borden	Optometry	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to coordinate care, ensuring the member will be held harmless and receive services at the in network benefit level.
Scurry	Optometry	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to coordinate care, ensuring the member will be held harmless and receive services at the in network benefit level.
Howard	Optometry	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to coordinate care, ensuring the member will be held harmless and receive services at the in network benefit level.
Mitchell	Optometry	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to coordinate care, ensuring the member will be held harmless and receive services at the in network benefit level.
Loving	Optometry	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to coordinate care, ensuring the member will be held harmless and receive services at the in network benefit level.

Hudspeth	Optometry	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to coordinate care, ensuring the member will be held harmless and receive services at the in network benefit level.
Culberson	Optometry	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to coordinate care, ensuring the member will be held harmless and receive services at the in network benefit level.
Reeves	Optometry	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to coordinate care, ensuring the member will be held harmless and receive services at the in network benefit level.
Jeff Davis	Optometry	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to coordinate care, ensuring the member will be held harmless and receive services at the in network benefit level.
Pecos	Optometry	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to coordinate care, ensuring the member will be held harmless and receive services at the in network benefit level.
Crockett	Optometry	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to coordinate care, ensuring the member will be held harmless and receive services at the in network benefit level.

Terrell	Optometry	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to coordinate care, ensuring the member will be held harmless and receive services at the in network benefit level.
Presidio	Optometry	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to coordinate care, ensuring the member will be held harmless and receive services at the in network benefit level.
Brewster	Optometry	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to coordinate care, ensuring the member will be held harmless and receive services at the in network benefit level.
Val Verde	Optometry	Humana attempts to contract with all available vision providers. The areas of concern have very limited vision providers which inhibits our ability to contract.	Benefits are limited to routine vision care. Targets are considered to be met when there are an adequate number of Optometrists and/or Ophthalmologists available to provide covered services	In addition to the above description for the provision of care, Humana, through the Quality Improvement Program, performs ongoing monitoring of member access through quarterly complaint analysis. If trends are identified, actions are taken to address the root cause, and follow-up monitoring is performed to ensure correction of the identified issue.	When an in-network provider is not available or the member is outside the service area, we ensure that the covered person obtains the covered benefit at no greater cost to the covered person than if the benefit were obtained from participating providers, or shall make other arrangements acceptable to the state insurance commissioner. In the event an in-network provider is not available within our access standards, members are advised to contact Humana customer service to coordinate care, ensuring the member will be held harmless and receive services at the in network benefit level.