

MDHHS' Updated Network Adequacy and Timely Access Standards¹ for Medicaid Health Plans

Applicable to FY25 Comprehensive Health Care Program (CHCP) Contract

Provider Network Adequacy Standards											
	Large Metro ⁱ		Metro ⁱⁱ		Micro ⁱⁱⁱ		Rural ^{iv}		Counties with Extreme Access Considerations ^v		All
	Max Time (minutes)	Max Distance (miles)	Max Time (minutes)	Max Distance (miles)	Max Time (minutes)	Max Distance (miles)	Max Time (minutes)	Max Distance (miles)	Max Time (minutes)	Max Distance (miles)	Minimum Provider: Enrollees Ratio
Primary Care – Adult*	10	5	15	10	30	20	40	30	70	60	1:500**
Primary Care – Pediatric*	10	5	15	10	30	20	40	30	70	60	1:500**
Hospital*	20	10	30	30	30	30	60	60	110	100	
Gynecology, OB/GYN*	10	5	15	10	30	20	40	30	70	60	
Cardiology	20	10	30	30	30	30	60	60	95	85	
Neurology	20	10	30	30	30	30	60	60	110	100	
Oncology – Medical, Surgical	20	10	30	30	30	30	60	60	110	100	
Oncology – Radiation	30	15	60	40	100	75	110	90	145	130	
Orthopedics/Orthopedic Surgery	20	10	30	30	30	30	60	60	95	85	
Occupational Therapy	20	10	45	30	80	60	75	60	110	100	
Physical Therapy	20	10	45	30	80	60	75	60	110	100	
Speech Therapy	20	10	45	30	80	60	75	60	110	100	
Outpatient Clinical Behavioral Health (Licensed, Accredited, or Certified Professionals) – Adult***	10	5	15	10	30	20	40	30	70	60	

¹ Note: These standards are subject to change. It will be the bidder's responsibility to review all components of MDHHS' Medicaid Health Plan Request for Proposal (RFP) upon its release, including the network adequacy and access standards reflected in the RFP.

Outpatient Clinical Behavioral Health (Licensed, Accredited, or Certified Professionals) – Pediatric***	10	5	15	10	30	20	40	30	70	60	
Psychiatry (including Psychiatrists, Psychiatric/ Mental Health Nurse Practitioners) – Adult***	20	10	45	30	60	45	75	60	110	100	
Psychiatry (including Psychiatrists, Psychiatric/ Mental Health Nurse Practitioners) – Pediatric***	20	10	45	30	60	45	75	60	110	100	
Dentistry: General Dentist	30	15	30	30	30	30	40	40	120	120	Kalkaska [1:692] Missaukee [1:873] Schoolcraft [1:806] All other counties [1:650]
Dentistry: Endodontics	30	15	60	60	60	60	120	120	120	120	
Dentistry: Oral Surgery	30	15	60	60	60	60	120	120	120	120	
Dentistry: Periodontics	30	15	60	60	60	60	120	120	120	120	
Dentistry: Prosthodontics	30	15	60	60	60	60	120	120	120	120	
Pharmacy	10	5	15	10	30	20	40	30	40	30	

To be counted in the Primary Care Provider (PCP) or General Dentistry ratio calculation, a provider must be enrolled in Medicaid and must be at least full-time (i.e., minimum of 20 hours per week per practice location).

*Must have minimum of **2 providers** within the time/distance standards in the **Large Metro** and **Metro** counties.

**Except when standard cannot be met because a geographic area does not have sufficient PCPs to meet this standard.

***Consistent with Covered Services and MHP responsibilities as defined in the Contract (including but not limited to Appendix 7).

Timely Access Standards

Type of Care / Appointment	Length of Time
Emergency Services	Immediately, 24 hours per day 7 days per week
Urgent Care	Within 48 hours
Routine Care	Within 30 business days of request
Non-Urgent Symptomatic Care	Within 7 business days of request
Specialty Care	Within 6 weeks of request
Acute Specialty Care	Within 5 business days of request
Behavioral Health*	Routine care within 10 business days of request
	Non-life-threatening emergency within 6 hours of request
	Urgent care with 48 hours of request
Prenatal Care – Initial Prenatal Appointment**	If enrollee is in first or second trimester: Within 7 business days of enrollee being identified as pregnant
	If enrollee is in third trimester: Within 3 business days of enrollee being identified as pregnant
	If there is any indication of the pregnancy being high risk (regardless of trimester): Within 3 business days

* Consistent with Covered Services and MHP responsibilities as defined in the Contract (including but not limited to Appendix 7).

**Appointment should be with Obstetrician, PCP, certified nurse midwife, or other advanced practice registered nurse with experience, training, and demonstrated competence in prenatal care.

Dental Timely Access Standards

Type of Care / Appointment	Length of Time
Emergency Dental Services	Immediately, 24 hours per day 7 days per week
Urgent Dental Care	Within 48 hours
Routine Dental Care	Within 21 business days of request
Preventive Dental Services	Within 6 weeks of request
Initial Dental Appointment	Within 8 weeks of request

ⁱ **Large Metropolitan** (“Large Metro”) refers to a CMS county-based geographic designation. Large Metro counties are counties with: (1) a population greater than or equal to 1,000,000 persons with a population density greater than or equal to 1,000 persons per square mile; (2) a population size greater than or equal to 500,000 and less than or equal to 999,999 persons with a population density greater than or equal to 1,500 persons per square mile; (3) any population size with a population density of greater than or equal to 5,000 persons per square mile.

ⁱⁱ **Metropolitan** (“Metro”) refers to a CMS county-based geographic designation. Metro counties are counties with: (1) a population size greater than or equal to 1,000,000 persons with a population density greater than or equal to 10 persons per square mile and less than or equal to 999.9 persons per square mile; (2) population size greater than or equal to 500,000 persons and less than or equal to 999,999 persons with a population density greater than or equal to 10 persons per square mile and less than or equal to 1,499.9 persons per square mile; (3) a population size greater than or equal to 200,000 persons and less than or equal to 499,999 persons with a population density greater than or equal to 10 persons per square mile and less than or equal to 4,999.9 persons per square mile; (4) a population size greater than or equal to 50,000 persons and less than or equal to 199,999 persons with a population density greater than or equal to 100 persons per square mile and less than or equal to 4999.9 persons per square mile; (5) a population size greater than or equal to 10,000 persons and less than or equal to 49,999 persons with a population density greater than or equal to 1,000 persons per square mile and less than or equal to 4999.9 persons per square mile.

ⁱⁱⁱ **Micropolitan** (“Micro”) refers to a CMS county-based geographic designation. Micro counties are counties with: (1) a population size greater than or equal to 50,000 persons and less than or equal to 199,999 persons with a population density greater than or equal to 10 persons per square mile and less than or equal to 99.9 persons per square mile; (2) a population size greater than or equal to 10,000 persons and less than or equal to 49,999 persons with a population density greater than or equal to 50 persons per square mile and less than 999.9 persons per square mile.

^{iv} **Rural** refers to a CMS county-based geographic designation. Rural counties are counties with: (1) a population size greater than or equal to 10,000 persons and less than or equal to 49,999 persons with a population density of greater than or equal to 10 persons per square mile and less than or equal to 49.9 persons per square mile; (2) a population size less than 10,000 persons with a population density greater than or equal 50 persons per square mile and less than or equal to 999.9 persons per square mile.

^v **Counties with Extreme Access Considerations (CEAC)** refers to a CMS county-based geographic designation. CEAC counties are counties with any population size with a population density of less than 10 people per square mile.