

Medicaid Health Plan Provider Network Standards

	non-rural		Rural		ALL
Required Providers	Maximum Time (minutes)	Maximum Distance (miles)	Maximum Time (minutes)	Maximum Distance (miles)	Maximum Ratios Provider : Enrollee
Primary Care Providers (adult)	30 minutes	30 miles	40 minutes	40 miles	1:500
Primary Care Providers (pediatric)	30 minutes	30 miles	40 minutes	40 miles	1:500
OB/GYN	30 minutes	30 miles	40 minutes	40 miles	
Cardiology	30 minutes	30 miles	40 minutes	40 miles	
Outpatient Behavioral Health*	30 minutes	30 miles	75 minutes	75 miles	
Hospital	30 minutes	30 miles	60 minutes	60 miles	
Pharmacy	25 minutes	25 miles	30 minutes	30 miles	
General Dentistry	30 minutes	30 miles	40 minutes	40 miles	Kalkaska [1:692] Missaukee [1: 873] Schoolcraft [1:806] All other counties [1:650]
To be counted in the PCP or general dentistry ratio calculation, a provider must be enrolled in Medicaid, and must be at least full-time (minimum of 20 hours per week per practice location)					

Exceptions may be given to Medicaid Health Plans with good reason. Plans must submit exception requests to MDHHS.

Appointment and Timely Access to Care Standard

Type of Care / Appointment	Length of Time
Emergency Services	Immediately 24 hours/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 five Business Days of request
Behavioral Health*	Routine care within 10 Business Days of request
	Non-life threatening emergency within six hours of request
	Urgent Care within 48 hours of request

*Behavioral Health is limited to Covered Services

Dental Appointment and Timely Access to Care Standards

(only applies to Healthy Michigan Plan members)

Type of Care	Length of time
Emergency Dental Services	Immediately 24 hours/day seven Days per week
Urgent Care	Within 48 hours
Routine Care	Within 21 Business Days of request
Preventive Services	Within six weeks of request
Initial Appointment	Within eight weeks of request