



## HEALTH PLAN

### **Access to Covered Services and Network Adequacy**

McLaren Health Plan provides our Medicaid and Healthy Michigan Plan Members with a provider network adequate to serve the medical needs of our members. MHP continually looks at our provider network to make sure that we meet time and distance standards. Time and distance standards are measured in several ways:

1. Geographically by county designation measured by miles and minutes
2. Availability of specific number of provider types in each county within specified miles and minutes requirements:
  - a. Primary Care Providers, Adult and Pediatric
  - b. Hospitals
  - c. OB/GYN Providers
  - d. Cardiology Providers
  - e. Neurology Providers
  - f. Oncology Providers (Medical, Surgical, Radiation)
  - g. Orthopedic and Orthopedic Surgery Providers
  - h. Occupational/Physical/Speech Therapy
  - i. Outpatient Clinical Mental Health Providers, Adult and Pediatric
  - j. Psychiatrists, Adult and Pediatric
  - k. Dental Providers
    - i. General Dentist
    - ii. Endodontist
    - iii. Oral Surgeons
    - iv. Periodontist
    - v. Prosthodontic Provider
  - l. Pharmacy

If you have any questions about the time and distance standards as they apply to the above listed provider types, please call Customer Service at 888-327-0671 (TTY:711) for additional information.

## **Timely Access Standards and Appointment Wait Times**

McLaren Health Plan educates and carefully reviews our provider network to make sure that providers have timely access standards. McLaren Health Plan sends surveys to our providers and makes phone calls to providers to make sure they have appointment availability. The types of medical appointment timeliness standards that we follow are listed below:

<b>Timely Access Standards for Medical Appointments</b>	
<b>Type of Appointment</b>	<b>Length of Time</b>
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
Mental Health	Routine care within 10 business days of request
	Non-life-threatening emergency within 6 hours of request
	Urgent Care within 48 hours of request
Prenatal Care – Initial Prenatal Appointment  Appointment should be with an OB/GYN, Primary Care Provider, Certified Nurse Midwife, or other Advanced Practice Registered Nurse with experience and training in prenatal care	If in the first or second trimester of pregnancy – within 7 business days of being identified as pregnant
	If the in the third trimester of pregnancy – within 3 business days of being identified as pregnant
	If there is any indication of the pregnancy being high risk (regardless of the trimester) – within 3 business days

Delta Dental, on behalf of McLaren Health Plan educates their providers and reviews the following dental appointment timeliness standards:

<b>Timely Access Standards for Dental Appointments</b>	
<b>Type of Appointment</b>	<b>Length of Time</b>
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

If you have any questions about the timely access standards and appointment wait times as listed above, please call Customer Service at 888-327-0671 (TTY:711) for additional information.