



Provider Network

Time And Distance Ratio Standards

Timely Appointment Access Standards

DEFINITIONS:

Large Metro	Macomb, Oakland, Wayne
Metro	Allegan, Barry, Bay, Berrien, Calhoun, Cass, Clinton, Eaton, Genesee, Grand Traverse, Ingham, Ionia, Isabella, Jackson, Kalamazoo, Kent, Lapeer, Lenawee, Livingston, Midland, Monroe, Muskegon, Ottawa, Saginaw, St. Clair, St. Joseph, Shiawassee, Van Buren, Washtenaw
Micro	Alpena, Antrim, Benzie, Branch, Charlevoix, Clare, Emmet, Gladwin, Gratiot, Hillsdale, Leelanau, Mason, Mecosta, Montcalm, Newaygo, Oceana, Otsego, Tuscola, Wexford
Rural	Arenac, Cheboygan, Crawford, Huron, Iosco, Kalkaska, Lake, Manistee, Missaukee, Montmorency, Ogemaw, Osceola, Oscoda, Presque Isle, Roscommon, Sanilac
Counties with Extreme Access Considerations (CEAC)	Upper Peninsula

*Unless otherwise indicated, the above is based on CMS county based geographic designations. These designations are based on the population size and density parameters of the counties, as specified by the US Census Bureau and US Office of Management and Budget. Located here:

<https://www.cms.gov/files/document/2026-hsd-reference-file-updated-12-17-2025.xlsx>

Network Adequacy Standards

Time And Distance And Ratio Standards

Provider Network Adequacy Standards											
	Large Metro		Metro		Micro		Rural		Counties with Extreme Access Considerations		All Minimum Provider: Enrollees Ratio
	Max Time (min.)	Max Distance (miles)	Max Time (min.)	Max Distance (miles)	Max Time (min.)	Max Distance (miles)	Max Time (min.)	Max Distance (miles)	Max Time (min.)	Max Distance (miles)	
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 Mental Health (Licensed, Accredited, or Certified Professionals) – Adult***	10	5	15	10	30	20	40	30	70	60	
Outpatient Clinical Mental 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 by MDHHS.

Network Adequacy Standards

Timely Access Standards

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
Mental Health*	<ul style="list-style-type: none"> • 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**	<ul style="list-style-type: none"> • If enrollee is in 1st or 2nd trimester: Within 7 business days of enrollee being identified as pregnant • If enrollee is in 3rd 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 by MDHHS.

**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
Preventative Dental Services	Within 6 weeks of request
Initial Dental Appointment	Within 8 weeks of request