

Appointment Wait-time Standards

Did you know that the Centers for Medicare and Medicaid Services (CMS) and Michigan Department of Health and Human Services (MDHHS) set appointment wait-time standards for provider offices and then, they are monitored for adherence to these requirements through secret shopper surveys?

Secret shopper survey results in 2025 indicated that provider offices are falling short, and we want to take the opportunity to remind you of these requirements. Secret shopper surveys will begin soon and your office may receive calls asking if you accept McLaren Health Plan and what your appointment availability is. Please familiarize yourself with the access and availability standards for your provider type on pages 28-30 in our [Provider Manual](#).

McLaren Health Plan also monitors adherence to access and availability requirements through our annual Access & Availability Survey. This survey not only helps us ensure member access to services, but it helps shape the future of McLaren Health Plan and the scope of services we provide to our members.

Watch for your survey

MHP will be sending the 2026 Provider Satisfaction & Availability Survey to provider offices by mail, fax and/or email in May. Please look for the survey and take a few minutes to complete and return.

Need Help?

For further assistance, contact your Provider Relations Representative or MHP Customer Service at 888-327-0671.

McLaren Health Plan thanks you for the quality care you deliver!