



Appointment Availability for HAP Empowered Members

HAP Empowered has established access and availability standards for HAP Empowered Medicaid and HAP Empowered MI Health Link members. These standards ensure patients have timely access to care.

We monitor compliance with our standards through physician surveys and member complaints. **In the near future, you may receive a call asking about appointment availability for your HAP Empowered patients. Your response will be compared to our standards.** We may contact physicians who have deficient survey results and provide education on our standards.

For more information about our standards and monitoring, please refer to the HAP Empowered Provider Manual. It can be found at [hap.org\empoweredproviders](http://hap.org/empoweredproviders). For your convenience, the standards are on the next page.

Appointment Lead Time For Primary Care

For HAP Empowered Medicaid and HAP Empowered MI Health Link Members

Type of Care	Standard
Routine care	Within 30 business days of request
Non-urgent symptomatic care	Within 7 business days of request
Urgent care	Within 48 hours
After-hours care	Physicians or their designee shall be available by telephone 24 hours per day, 7 days per week
Emergency Services	Immediately 24 hours/day, 7 days a week
Wait time in office: How long before member is seen by the provider after checking in with the receptionist	Less than 30 minutes

Appointment Lead Time For High-Volume/High-Impact Specialists Including Ob-Gyn & Oncology

For HAP Empowered Medicaid and HAP Empowered MI Health Link Members

Type of Care	Standard
Acute Specialty Care	Within 5 business days of request
Specialty Care	Within 6 weeks of request
Urgent care	Within 48 hours

Appointment Lead Time For Behavioral Health

The standards below are for all HAP Empowered members.

Type of Care	Standard
Life-threatening emergency: an acute, potentially life-threatening situation such as significant impairment in functioning, expressed suicidality or homicidality, and/or possible impending withdrawal	Immediate access to emergency room services
Non-life-threatening emergency: an acute, potentially non-life-threatening situation such as significant impairment in functioning, expressed suicidality or homicidality, and/or possible impending withdrawal	
Urgent care: a psychiatric condition warranting more immediate services, but which is not life threatening	Access to care within 48 hours of request
Initial routine: a psychiatric condition warranting treatment, but is not life threatening and does not result in severe impairment in functioning	Access to care within 10 business days of request
Follow up routine care	

Appointment Lead Time for Dental

Note: Monitoring is conducted by Delta Dental.

For HAP Empowered Medicaid members

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