



Appointment Time Access Standards For Primary Care, Behavioral Health and High-Volume, High-Impact Specialists

HAP and HAP Empowered have established standards for appointment availability to ensure patients have timely access to care. HAP and HAP Empowered providers are required to adhere to our standards, per their contract.

The standards vary between member plans. There are standards for primary care and behavioral health. We also have standards for high-volume, high-impact specialists (determined by claims data) as follows:

| For | Specialties include |
|--|---|
| HAP Commercial and Medicare members | <ul style="list-style-type: none"> • Dermatology • Ob/Gyn • Oncology • Ophthalmology |
| HAP Empowered MI Health Link members HAP Empowered Medicaid members | <ul style="list-style-type: none"> • Cardiovascular • Ob/Gyn • Oncology • Ophthalmology |

Monitoring

Annually, compliance with our appointment time access standards is monitored through the following physician surveys:

| Survey | What's Measured |
|--|--|
| After Hours Study | PCP offices meet our standard for reaching a physician after office hours |
| Appointment Lead Time | How long it takes to schedule well, sick, and urgent visits with doctor offices |
| Coordinated Behavioral Health Management Lead Time | How long it takes to schedule non-urgent and urgent behavioral health doctor appointments |
| PCP Secret Shopper Survey for MI Health Link | To measure how long it takes to schedule well, sick, and urgent visits with doctor offices |

We also monitor member complaints regarding access issues that are reported to the HAP Appeals and Grievance Team and Customer Service.

We may contact physicians who have deficient results from surveys to provide education on our standards.

Where to find our standards

A copy of this document can be found on hap.org/providers, then provider resources; forms and other information.

Please see the next page for HAP and HAP Empowered appointment time access standards.

Appointment Lead Time For Primary Care

For HAP Commercial and HAP Medicare Advantage Members

| Type of Care | Standard |
|------------------------|--|
| Regular & routine care | Within 30 calendar days |
| Urgent care | Same or next calendar day |
| After hours care | Physicians or their designee shall be available by telephone 24 hours per day, 7 days per week |

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 the member is seen by the provider after checking in with the receptionist | Less than 30 minutes |

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

For HAP Commercial and HAP Medicare Advantage Members

| Type of Care | Standard |
|------------------------|---------------------------|
| Regular & routine care | Within 30 calendar days |
| Urgent care | Same or next calendar day |

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 and 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 which 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 |