



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

Per regulatory guidelines, 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. At a minimum, high volume specialties include obstetrics/gynecology and high-impact specialties include oncology. We also include the top two specialties based on claims volume in our study which can vary from year to year.

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 HMO, PPO, and HAP Medicare Advantage Members

Type of Care	Standard
Regular & routine care	Within 30 business days
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

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 phone 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 HMO, PPO, and HAP Medicare Advantage Members

Type of Care	Standard
Regular & routine care	Within 30 business days
Urgent care	Within 48 hours

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