



Primary Care Physicians - Accessibility and Availability Requirements

HAP Empowered has established access and availability standards. These standards ensure patients have timely access to care. In addition, HAP Empowered primary care physicians are required to:

- Provide covered services seven days a week, 24 hours per day.
- Be available to see patients a minimum of 20 hours per location per week.
- Give written prior notice to HAP Empowered of alternative coverage arrangements during times of non-availability. PCPs should encourage their members to contact them whenever possible, prior to seeking health care services outside of their office.
- Offer office hours to HAP Empowered Medicaid members that are no less than those offered to commercial members or for HAP Empowered Medicaid fee-for-service members.
- Be actively enrolled in The Community Health Automated Medicaid Processing System or CHAMPS on date of service. This is the state's online Medicaid enrollment and billing system. It ensures all providers who participate in Medicaid comply with federal screening and enrollment requirements.

You can find the standards in the HAP Empowered Provider Manual at hap.org\empoweredproviders.