

Network Adequacy Standards

Blue Cross Complete maintains a network of providers to ensure members can access covered benefits in compliance with the Michigan Department of Health and Human Services Medicaid program.

Time and Distance Ratio Standards

Provider Network Adequacy Standards											
	Large Metro		Metro		Micro		Rural		Counties with Extreme Access Considerations		All
	Max Time (minutes)	Max Distance (miles)	Max Time (minutes)	Max Distance (miles)	Max Time (minutes)	Max Distance (miles)	Max Time (minutes)	Max Distance (miles)	Max Time (minutes)	Max Distance (miles)	Minimum Provider: Enrollees Ratio
Primary Care – Adult*	10	5	15	10	30	20	40	30	70	60	1:500**
Primary Care – Pediatric*	10	5	15	10	30	20	40	30	70	60	1:500**
Hospital*	20	10	30	30	30	30	60	60	110	100	
Gynecology, OB/GYN*	10	5	15	10	30	20	40	30	70	60	
Cardiology	20	10	30	30	30	30	60	60	95	85	
Neurology	20	10	30	30	30	30	60	60	110	100	
Oncology – Medical, Surgical	20	10	30	30	30	30	60	60	110	100	
Oncology – Radiation	30	15	60	40	100	75	110	90	145	130	

Orthopedics/ Orthopedic Surgery	20	10	30	30	30	30	60	60	95	85	
Occupational Therapy	20	10	45	30	80	60	75	60	110	100	
Physical Therapy	20	10	45	30	80	60	75	60	110	100	
Speech Therapy	20	10	45	30	80	60	75	60	110	100	
Outpatient Clinical Mental Health (Licensed, Accredited, or Certified Professionals) – Adult***	10	5	15	10	30	20	40	30	70	60	
Outpatient Clinical Mental Health (Licensed, Accredited, or Certified Professionals) – Pediatric***	10	5	15	10	30	20	40	30	70	60	
Psychiatry (including Psychiatrists, Psychiatric/ Mental Health Nurse Practitioners) – Adult***	20	10	45	30	60	45	75	60	110	100	

Psychiatry (including Psychiatrists, Psychiatric/ Mental Health Nurse Practitioners) – Pediatric***	20	10	45	30	60	45	75	60	110	100	
Dentistry: General Dentist	30	15	30	30	30	30	40	40	120	120	Kalkaska [1:692] Missaukee [1:873] Schoolcraft [1:806] All other counties [1:650]
Dentistry: Endodontics	30	15	60	60	60	60	120	120	120	120	
Dentistry: Oral Surgery	30	15	60	60	60	60	120	120	120	120	
Dentistry: Periodontics	30	15	60	60	60	60	120	120	120	120	
Dentistry: Prosthodontics	30	15	60	60	60	60	120	120	120	120	

Pharmacy	10	5	15	10	30	20	40	30	40	30	
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To be counted in the Primary Care Provider (PCP) or General Dentistry ratio calculation, a provider must be enrolled in Medicaid and must be at least full-time (i.e., minimum of 20 hours per week per practice location).

*Must have minimum of **2 providers** within the time/distance standards in the **Large Metro** and **Metro** counties.

**Except when standard cannot be met because a geographic area does not have sufficient PCPs to meet this standard.

***Consistent with Covered Services and MHP responsibilities as defined in the Contract (including but not limited to Appendix 7).

The following county designation were captured from the “2024 HSD Reference File” found on the cms.gov website and will be updated as new updates are available.

County Designation		County		
Large Metro	Macomb	Oakland	Wayne	
Metro	Allegan Barry Bay Berrien Calhoun Cass Clinton Eaton	Genesee Grand Traverse Ingham Ionia Isabella Jackson Kalamazoo Kent	Lapeer Lenawee Livingston Midland Monroe Muskegon Ottawa Saginaw	St. Clair St. Joseph Shiawassee Van Buren Washtenaw
Micro	Alpena Antrim Benzie Branch Charlevoix	Claire Emmet Gladwin Gratiot Hillsdale	Leelanau Marquette Mason Mecosta Montcalm	Newaygo Oceana Tuscola Wexford
Rural	Alcona Arenac Cheboygan Chippewa Crawford Delta Dickinson	Gogebic Houghton Huron Iosco Kalkaska Lake Mackinac	Manistee Menominee Missaukee Montmorency Ogemaw Osceola Oscoda	Otsego Presque Isle Roscommon Sanilac
CEAC (Counties with Extreme Access Considerations)	Alger Baraga	Iron Keweenaw	Luce Ontonagon	Schoolcraft

Timely Access Standards

Timely Access Standards	
Type of Care / Appointment	Length of Time
Emergency Services	Immediately, 24 hours per day 7 days per week
Urgent Care	Within 48 hours
Routine Care	Within 30 business days of request
Non-Urgent Symptomatic Care	Within 7 business days of request
Specialty Care	Within 6 weeks of request
Acute Specialty Care	Within 5 business days of request
Mental Health*	Routine care within 10 business days of request
	Non-life-threatening emergency within 6 hours of request
	Urgent care within 48 hours of request
Prenatal Care – Initial Prenatal Appointment**	If enrollee is in first or second trimester: Within 7 business days of enrollee being identified as pregnant
	If enrollee is in third trimester: Within 3 business days of enrollee being identified as pregnant
	If there is an indication of the pregnancy being high risk (regardless of the trimester): Within 3 business days

*Consistent with Covered Services and MHP responsibilities as defined in the Contract (including but not limited to Appendix 7).

**Appointment should be with Obstetrician, PCP, certified nurse midwife, or other advanced practice registered nurse with experience, training, and demonstrated competence in prenatal care.

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

Exceptions to these requirements are at the sole discretion of MDHHS.