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**MCG message**

**To:** All Blue Cross Complete providers

**Date:** Sept. 3, 2024

**Subject:** MDHHS updates access standards

Effective Oct.1, 2024, Blue Cross Complete will implement the following access standards, outlined by the Michigan Department of Health and Human Services. This update is designed to improve the availability and quality of care for Medicaid recipients across the state.

The updated access standards include:

- Emergency care: must be provided immediate, 24 hours/day 7 days per week
- Non-urgent symptomatic care: must be provided within 7 business days of member's request
- Prenatal Care:
  - First or second trimester: care must be provided within 7 business days of member being identified as pregnant.
  - Third trimester: care must be within 3 business days of enrollee being identified as pregnant.
  - High risk: care must be within 3 business days.

For the full details, refer to section 5 of the Blue Cross Complete [Provider Manual](#). If you have any questions, please contact your Blue Cross Complete provider account executive or Provider Inquiry at **1-888-312-5713**.