

## Access to Care

Molina maintains access to care standards and processes for ongoing monitoring of access to health care (including behavioral health care) provided by contracted PCPs (adult and pediatric) and participating specialist (to include OB/GYN, behavioral health Providers, and high volume and high impact specialists). Providers are required to conform to the access to care appointment standards listed below to ensure that health care services are provided in a timely manner.

## Appointment Access

All Providers who oversee the Member's health care are responsible for providing the following appointments to Molina Members in the timeframes noted.

Medical Appointments	
Appointment Types	Standard
Routine, primary care (Does not apply to appointments for routine physical exams, regularly scheduled visits to monitor a chronic medical condition if the condition calls for visits less frequently, or routine specialty services like dermatology, allergy care, etc.)	Within 30 calendar days
Emergency care	Immediately
Urgent care	Within 24 hours
After hours care	24 hours/day, 7 days/week availability
LTSS	As expeditiously as Members condition requires, and no more than 5 business days from determination coverage is met.
Maternity care first trimester	Within 7 days
Maternity care second trimester	Within 7 days
Maternity care third trimester	Within 3 days

## Behavioral Health Appointments

Appointment Types	Standard
Life threatening emergency	Immediately
Non-Life-threatening emergency	Within 6 hours
Urgent care	Within 48 hours
Initial routine care visit	Within 10 business days
High-risk pregnancy	Within 3 days of identifying the status of the Member's pregnancy

### After Hours

All Providers must have back-up (on call) coverage after hours or during the Provider's absence or unavailability. Molina requires Providers to maintain a 24-hour telephone service, seven days a week. This access may be through an answering service or a recorded message after office hours. The service or recorded message should instruct Members with an emergency to hang-up and call 911 or go immediately to the nearest emergency room. Voicemail alone after-hours is not acceptable.