

Appointment Availability

Provider Access and Availability

Appropriate appointment availability is imperative to keeping members healthy. Behavioral Health services must be provided by a licensed Behavioral Health Clinician. The following appointment availability schedule should be followed by network providers.

- **Routine exams** should be provided within 14 days of request.
- **Acute Conditions**, including Behavioral Health services, should be treated within 72 hours.
- **Initial Outpatient Behavioral Health visits** should be provided within 14 days (this requirement does not apply to CHIP Perinate).
- **Outpatient follow-up and/or continuing care** after discharge for inpatient psychiatric services should occur within 7 days from the date of discharge.
- **Urgent care** should be received within 24 hours or request, including urgent Behavioral Health situations.
- **Emergency care** should be received immediately.

If you have any questions regarding appointment availability, please contact Provider Services at (855) 322-4080 or MHTXProviderServices@MolinaHealthcare.com. You can also contact your provider service representative.