

Appointment Access Requirements

Molina appreciates your office serving Molina members. Please remember Molina Healthcare includes the following appointment access requirements for each of its products. Information is included in our Provider Manual. Once per year Molina will randomly sample offices to verify appointment availability, and we thank you for primarily positive results to our recent survey. If there are issues, you may be contacted by your Molina representative for further discussion.

Appointment Standards Charts

Medical				
Medical Appt Type	Medicaid	Medicare	MMP	Marketplace
Emergency Services	Immediately 24 hours/day 7 days per week	Immediately 24 hours/day 7 days per week	Immediately 24 hours/day 7 days per week	Immediately 24 hours/day 7 days per week
Urgent Care	Within 48 hours	Within 24 hours	Within 48 hours	Within 24 hours
Routine Care	Within 30 business days of request	Within 30 business days of request	Within 30 business days of request	Within 30 business days of request
Non-Urgent Symptomatic Care	Within 7 business days of request	Within 30 business days of request	Within 7 business days of request	Within 30 business days of request
Specialty Care	Within 6 weeks of request	Within 45 days of request	Within 6 weeks of request	Within 45 days of request
Acute Specialty Care	Within 5 business days of request	Within 24 hours	Within 5 business days of request	N/A
Prenatal Care – Initial Prenatal Appointment	If in first or second trimester: Within 7 business days of being identified as pregnant.	N/A	N/A	N/A
	If in third trimester: Within 3 business days of being identified as pregnant.			
	If pregnancy is high risk (regardless of trimester): Within 3 business days			

Dental				
Medical Appt Type	Medicaid	Medicare	MMP	Marketplace
Emergency Dental Services	Immediately 24 hours/day 7 days per week	N/A	Immediately 24 hours/day 7 days per week	N/A
Urgent Dental Care	Within 48 hours	N/A	Within 48 hours	N/A
Routine Dental care	Within 21 business days of request	N/A	Within 21 business days of request	N/A
Preventive Dental Services	Within 6 weeks of request	N/A	Within 6 weeks of request	N/A
Initial Dental Appointment	Within 8 weeks of request	N/A	Within 8 weeks of request	N/A

Behavioral Health				
Medical Appt Type	Medicaid	Medicare	MMP	Marketplace
Life-threatening	Immediately 24 hours/day 7 days per week	Immediately 24 hours/day 7 days per week	Services provided through the PIHP	Immediately 24 hours/day 7 days per week
Non-life threatening emergency care	Within 6 hours of request	Within 6 hours of request	Services provided through the PIHP	Within 6 hours of request
Routine Care	Within 10 business days of request	Within 10 business days of request	Services provided through the PIHP	Within 10 business days of request
Routine Follow Up Care	Not specifically noted	Within 10 business days of request	Services provided through the PIHP	Within 10 business days of request
Urgent Care	Within 48 hours of request	Within 48 hours of request	Services provided through the PIHP	Within 24 business days of request