

Things to keep in mind if you are going to see your doctor as a “walk in” appointment:

1. Your doctor may not be able to see you until he/she has seen others that have appointments.
2. Your doctor will make every effort to see you.
3. If your doctor cannot see you, you may be given the option of seeing another doctor at the office.



If you have questions or need help, you can call your doctor's office or Molina's Member Services at

**(888) 665-4621,**  
**Dial 711 for the Relay Service.**

Monday through Friday, between  
7:00 a.m. and 7:00 p.m.

Questions about **your health?**

Call our Nurse Advice Line  
24 hours a day, 7 days a week

**(888) 275-8750**  
**TDD/TTY: 711**

To get this information in your preferred language and/or accessible format, please call Member Services at



**(888) 665-4621**

[MolinaHealthcare.com](http://MolinaHealthcare.com)



Your Extended Family.

# Make the Most of Your Health Care Visit



Your Extended Family.

A doctor's visit is a chance for you and your health provider to work together for your health.

### Before your visit:

1. When you call to make an appointment, you can expect the wait times below. How soon you will be seen depends on why you need to see your doctor.

Visit Type	Standard Wait Times
<b>PCP, Behavioral Health, Specialist - Urgent Care</b> with prior authorization	Within 96 hours
<b>PCP, Behavioral Health, Specialist - Urgent Care</b> w/o prior authorization	Within 48 hours
<b>PCP - Routine or Non-Urgent Care</b> Example: Follow-up visit for blood pressure or blood sugar.	Within 10 business days
<b>PCP - Well child preventive care</b> Example: Immunizations, physical exam.	Within 7 business days
<b>PCP - Adult preventive care visit</b> Example: Mammogram, prostate exam, pap smear.	Within 20 business days

Visit Type	Standard Wait Times
<b>Specialist - Routine or Non-Urgent Care</b>	Within 15 business
<b>Behavioral Health - Routine/Non-Urgent Care</b>	Within 10 business days
<b>Non-Urgent with a Non-Physician Behavioral Healthcare Provider</b> Example: Psychologist, Therapist, Social Worker	Within 10 business days
<b>Non-Urgent Ancillary Care</b> Example: Dialysis, radiology, Durable Medical Equipment, Skilled Nursing Facility, etc.	Within 15 business days

2. Try to make the earliest appointment given to you. If not, you may have to wait longer than the standard wait time for the next available appointment.
3. If you need an interpreter, tell the doctor's office at least three days before the appointment.
4. Write down your main concerns and take it with you.
5. Bring a list of your medications (prescribed, over-the-counter, vitamins).
6. Be sure to keep your appointment. If you cannot, please call your doctor's office to let them know and reschedule.

### At your appointment:

1. Arrive at your doctor's office about 15 minutes early. You may need to fill out forms.
2. Please be patient if your doctor is running late.
3. Tell the doctor your concerns and symptoms as best as you can.
4. Ask the doctor what you can do to make it better.
5. Ask the doctor about your treatment options.
6. Make sure the doctor answers all your questions before you leave.
7. Your doctor may refer you to a specialist or other health care provider. Ask if you will need to make the appointment. Ask for their phone number.

