

Provider Bulletin

Molina Healthcare of New Mexico, Inc.

July 2, 2025

Provider Reminder: Appointment Availability Standards for Turquoise Care Medicaid Members

Turquoise Care providers are required to meet the minimum standards for appointment availability. Providers must ensure that member appointments are scheduled within the designated timeframes for the services outlined below:

- **Behavioral Health**
 - Non-urgent behavioral health care, initial assessment or care following an initial assessment request-to-appointment time should be **no greater than seven calendar days** unless the patient requests a later time.
 - All non-urgent behavioral health care follow-up appointments should be **no greater than 30 calendar days** of the request.
 - Urgent behavioral health care appointments should be available within **24 hours**.
 - Behavioral health crisis services, face-to-face appointments shall be available within **90 minutes** of the request.
- **Dental Care**
 - Asymptomatic/Routine Member-initiated dental appointments, the request to appointment time shall be no more than **60 calendar days** unless the member requests a later date.
 - Symptomatic appointments, member-initiated, outpatient appointments for non-urgent dental care, the request-to-appointment time shall be no more than **14 calendar days**, unless the member requests a later time.
 - Urgent dental care appointments should be available within **24 hours**.
- **Maternity Care**
 - Urgent: Maternity care appointments, the request-to-appointment time shall be no more than **24 hours** for urgent appointments.
 - First trimester: Routine prenatal care appointments, within **14 calendar days** of the request.
 - Second trimester: Within **seven calendar days** of the request.
 - Third Trimester: Within **three business days** of the request.

- **Outpatient Diagnostic Laboratory**

- Urgent outpatient diagnostic laboratory, diagnostic imaging, and other testing, the request-to-appointment time shall be consistent with the clinical urgency, but no longer than **48 hours**.
- Routine outpatient diagnostic laboratory, diagnostic imaging, and other testing appointments, the request-to-appointment time shall be consistent with the clinical urgency, but no more than **14 calendar days**, unless the member requests a later time.

- **Primary Medical Care**

- Routine, asymptomatic, member-initiated, outpatient appointments for primary medical care, the request-to-appointment time shall be **within 30 calendar days** unless the patient requests a later time.
- For symptomatic, member-initiated, outpatient appointments for non-urgent primary medical care, the request-to-appointment time shall be no more than **14 calendar days**, unless the member requests a later time.
- Urgent primary care appointments should be available within **24 hours**.

- **Specialty Care**

- Specialty outpatient referral and consultation appointments, excluding behavioral health, all request-to-appointment times should be consistent with the clinical urgency and **if urgent** no more than **24 hours**, unless the patient requests a later time.
- Symptomatic appointments no more than **14 calendar days**.
- Asymptomatic appointments no more than **45 calendar days**, unless the patient requests a later time.

Helpful Resources

- Provider Website: [Medicaid](#)
- Learn more about appointment availability and access guidelines in our Turquoise Care Provider Handbook: [Provider Manual](#)
- Contact Your Provider Service Representative: [Molina Healthcare of New Mexico Provider Network Contacts 2025](#)

Please email your general inquiries to MHNM.ProviderServices@MolinaHealthcare.com, and it will be routed to the appropriate individual. Thank you for your commitment to serving Molina Healthcare of New Mexico members and the community.