

Provider Bulletin

Molina Healthcare of California

molinahealthcare.com/members/ca/en-us/health-care-professionals/home.aspx

September 12, 2025

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Timely Access Standards & Provider Appointment Availability Survey

This is an advisory notification to Molina Healthcare of California (MHC) network providers regarding the Timely Access Regulations and the upcoming Provider Appointment Availability Survey (PAAS) for MY2025 applicable to the Medi-Cal and Marketplace lines of business.

What you need to know:

MHC is partnering with the vendor QMetrics, who will administer the PAAS survey as required by the Department of Managed Health Care (DMHC) Timely Access Regulations. If your practice is selected as part of the provider sample group, you may begin receiving calls to assess the availability of appointments at your office. The results must be reported to DMHC by health plans annually. Your cooperation in completing the survey below is required if your office is selected to participate.

Providers are required to conform to the Access to Care appointment standards to ensure that healthcare services are provided in a timely manner. The primary care provider (PCP) or their designee must be available 24 hours a day, seven days a week to Members.

Members are instructed to call their PCP to schedule appointments for routine/ non-urgent care, preventive care, and urgent/emergency care visits. The PCP is expected to ensure timely access to MHC members. If the need for specialty care arises, the PCP is responsible for coordinating all services that fall out of the scope of the PCP's practice.

When this is happening:

Appointment Availability Survey Timeframe: **September 2025 – December 2025**

The survey is expected to take approximately 10 minutes, please be advised to have your practice ready to complete the survey when contacted.

QMetrics will be conducting the survey by email, fax, and phone:

- Email: QMetrics Surveys <Surveys@Qmetrics.us>
- Fax: (619) 399-1142 – (Should also be returned to this number)

Provider Action

To assist you with establishing appropriate scheduling practices based on the timeframes required under the Timely Access Regulations, we have included an outline of the appointment availability standards below. Please share this information with the appointment schedulers in your office.

If you are unable to obtain a timely referral to an appropriate provider, please contact the DMHC Provider Complaint line toll-free at **(877) 525-1295** or through their website: dmhc.ca.gov/fileacomplaint/providercomplaintagainstaplan/submitaprovidercomplaint.aspx

For PAAS questions, please reach out to: paassurvey@qmetrics.us

Timely access standards are based on regulatory and accreditation standards. MHC monitors compliance with these standards and will implement corrective actions for access to healthcare services that do not meet the performance standards.

For more information, please refer to the **Access to Care** section under:

- **MHC Medi-Cal Manual, Chapter 7:**
molinahealthcare.com/-/media/Molina/PublicWebsite/PDF/Providers/ca/Medicaid/2025-CA-MEDI-CAL-PROVIDER-MANUAL.pdf
- **MHC Marketplace Manual, Chapter 10:**
molinamarketplace.com/marketplace/ca/en-us/Providers/~media/Molina/PublicWebsite/PDF/Providers/ca/Marketplace/2025%20CA%20Marketplace%20Provider%20Manual



What you need to know CONT:

The following questions will be asked and inclusive for all Provider Types:

- When is the next appointment date for an urgent appointment?
- When is the next appointment time for an urgent appointment?
- When is the next appointment date for a non-urgent appointment?
- When is the next appointment time for a non-urgent appointment?
- New question included in the Survey Tool this year to capture the alternative methods providers use to provide timely access to urgent appointments for members (triage to assess appointment wait time, schedule the patient with another provider in the office, etc.)

We recognize many offices are offering telehealth appointments. Appointments conducted in this manner are acceptable when responding to the availability of the next appointment. The survey is intended to capture the first available appointment date and time, regardless of modality.

The update was made to the methodology and survey tool to direct health plans to calculate compliance for urgent appointments using the 48-hour standard if no prior authorization is required or 96-hour standard if prior authorization is required for an enrollee assigned to that network to see the provider.

If patients are served on a walk-in or same day basis, provide the date and approximate time that a patient walking in at the time you are responding to the survey would be seen.

If appointment wait times depend upon whether the patient is a new or existing patient, provide the next available appointment, meaning the earlier appointment date and time.

If appointment wait times depend upon whether the appointment is in-person or telehealth, provide the next available appointment, meaning the earlier appointment date and time.

Access Standards

Access Standards have been developed to ensure that all health care services are provided in a timely manner; however, the waiting time for a particular appointment may be extended if the referring or treating licensed health care provider or the health care professional providing triage or screening services, acting within the scope of his or her practice and consistent with professionally recognized standards of practice, has determined and documented in the relevant patient medical record that a longer waiting time will not have a detrimental impact on the health of enrollee.

After-Hours Care

All providers must have backup (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.

Primary Care Office Hours

Generally, office hours are from 9 a.m. to 5 p.m. However, the provider/practitioner has the flexibility to maintain his/her own reasonable and regular office hours. All primary care sites are required to post their regular office hours and be available to the members at least 20 hours a week at the site.

If you are not contracted with Molina and your fax number is not shared with a contracted provider, and you wish to opt out of receiving the MHC Provider Bulletin, please email mhcproviderbulletin@molinahealthcare.com.

Please include the provider's name, NPI, county, and fax number, and you will be removed within 30 days.

Molina Healthcare of California: 200 Oceangate, Suite 100, Long Beach, CA 90802

Urgent and Emergency Care at the PCP's Office

The facility must have procedures in place to enable access to emergency services 24 hours a day, seven days a week.

Confidential and Sensitive Medical Services

Timely access is required by providers/practitioners for members seeking sensitive/confidential medical services for family planning and/or sexually transmitted diseases, HIV testing/counseling, as well as confidential referrals for treatment of drug and/or alcohol abuse.

All providers who oversee the member's health care are responsible for providing the following appointments to Molina members in the timeframes noted:

Primary Care Providers	Primary Care Physicians and Non- Physician Medical Practitioners providing primary care
Specialists Physicians	Cardiovascular Disease, Endocrinology, and Gastroenterology
Psychiatrists	N/A
Non-Physician Mental Health Care Providers (NPMH)	Licensed Professional Clinical Counselor (LPCC), Psychologist (PhD-Level), Marriage and Family Therapist/Licensed Marriage and Family Therapist, and Master of Social Work/Licensed Clinical Social Worker
Ancillary Services Providers	Ancillary Service Providers: Facilities or entities providing mammogram or physical therapy appointments

Appointment Types	Access Standard
Urgent Care	
Urgent care appointment with PCP	Within 48 hours of request. (Weekends and holidays included)
Urgent care appointment with Specialist	Within 48 hours of request. (no prior authorization required)
Non-Urgent Appointments	
Non-urgent care appointment with PCP	Within 10 business days of request.
Non-urgent care appointment with Specialist	Within 15 business days of request.
Appointment for ancillary services	Within 15 business days of request.
Behavioral Health Appointments	
Urgent care appointment with non-physician mental health care (NPMH) provider or behavioral health care physician (Psychiatrist)	Within 48 hours of request. (no prior authorization required) Within 96 hours of request. (prior authorization required) (Weekends and holidays included)
Non-urgent care appointment with non-physician mental health care (NPMH) provider	Within 10 business days of request.
Non-urgent care appointment with behavioral health care physician (Psychiatrist)	Within 15 business days of request.
Non-urgent care Follow-Up appointment with non- physician mental health care (NPMH) provider	Within 10 business days of request.

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What if you need assistance?

If you have any questions regarding the notification, please contact your Molina Provider Relations Representative below.

Service County Area	Provider Relations Representative	Contact Number	Email Address
Los Angeles County	Clemente Arias Elias Gomez Velma Castillo	562-233-1753 562-723-9760 626-721-3089	Clemente.Arias@molinahealthcare.com Elias.Gomez@molinahealthcare.com Velma.Castillo@MolinaHealthcare.com
Los Angeles / Orange County	Maria Guimoye	562-783-0005	Maria.Guimoye@molinahealthcare.com
Sacramento County	Johonna Eshalomi	916-268-1418	Johonna.Eshalomi@molinahealthcare.com
San Bernardino County	Luana McIver	909-454-4247	Luana.Mciver@molinahealthcare.com
San Bernardino / Riverside County	Vanessa Lomeli	909-419-3026	Vanessa.Lomeli2@molinahealthcare.com
Riverside County	Patricia Melendez	951-447-7585	Patricia.Melendez@molinahealthcare.com
San Diego / Imperial County	Brigitte Maldonado	760-421-1466	Brigitte.Maldonado@MolinaHealthcare.com
San Diego County	Tan Do Rita Weldy	858-287-4869 619-403-7773	Tan.Do@molinahealthcare.com Rita.Weldy@molinahealthcare.com

California Facilities (Hospitals, SNFs, CBAS, ICF/DD & ASC Providers)	Facility Representative	Contact Number	Email Address
Los Angeles County	Melessa Belcher	714-813-8522	Melessa.Belcher@MolinaHealthcare.com
Imperial, San Diego & Sacramento	MiMi Howard Laura Gonzalez, Manager	562-455-3754 562-325-0368	Smimi.Howard@molinahealthcare.com Laura.Gonzalez3@molinahealthcare.com
Riverside & San Bernardino	MiMi Howard	562-455-3754	Smimi.Howard@molinahealthcare.com

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