

**THIS CA UPDATE HAS BEEN SENT TO THE FOLLOWING:****COUNTIES:**

- Imperial
- Riverside/San Bernardino
- Los Angeles
- Orange
- Sacramento
- San Diego

**LINES OF BUSINESS:**

- Molina Medi-Cal Managed Care
- Molina Medicare Options Plus
- Molina Dual Options Cal MediConnect Plan (Medicare-Medicaid Plan)
- Molina Marketplace (Covered CA)

**PROVIDER TYPES:**

- Medical Group/ IPA/MSO**

**Primary Care**

- IPA/MSO
- Directs

**Specialists**

- Directs
- IPA

 **Hospitals****Ancillary**

- CBAS
- SNF/LTC
- DME
- Home Health
- Other

**FOR QUESTIONS CALL PROVIDER SERVICES:**  
(855) 322-4075, Extension:

**Los Angeles/Orange Counties**

X111113 X123071  
X127657

**Riverside/San Bernardino Counties**

X127684 X120618  
X121805

**Sacramento County**

X121360

**San Diego County**

X123006 X121401  
X127709 X121413  
X121599

**Imperial County**

X125682 X125666

## Molina Internal Timely Access/After Hours Survey

This is an advisory notification to Molina Healthcare of California (MHC) network providers regarding Molina's internal timely access/after hours survey that will begin in November 2019. Please review the below access standards, including **after hours care** and **office visit wait times** for scheduled appointments.

**Provider Responsibilities:**

Provider shall make necessary and appropriate arrangements to assure the availability of Covered Services to Members on a twenty-four (24) hours a day, seven (7) days a week basis, including arrangement to assure coverage of Member office visits after hours. Provider shall meet the applicable standards for timely access to care and services, taking into account the urgency of the need for the services.

Provider shall participate in MHC's system for monitoring and evaluating accessibility of care including but not limited to office wait times and appointment availability, and addressing problems that may occur. Provider shall timely notify MHC of any changes to address or inability to maintain MHC access standards. (Rule 1300.67(f)).

**Access Standards:**

MHC maintains access to care standards and processes for ongoing monitoring of contracted PCPs and Specialists. Access standards have been developed to ensure that all health care services are provided in a timely manner. These standards are based on regulatory and accreditation standards.

MHC's physician **office visit wait time access standard** for a scheduled appointment is "**should not exceed thirty (30) minutes from the appointment time**". The following are the Standards of Accessibility:

Type of Care and Service	Molina Healthcare Standards
Emergency Care	Immediately.
PCP Urgent Care without prior authorization	Within forty-eight (48) hours of the request.
PCP Urgent Care with prior authorization	Within ninety-six (96) hours of the request.
PCP Routine or Non-Urgent Care Appointments	Within ten (10) business days of the request.
PCP Adult Preventive Care	Within twenty (20) business days of the request.
Specialist Urgent Care without prior authorization	Within forty-eight (48) hours of the request.
Specialist Urgent Care with prior authorization	Within ninety-six (96) hours of the request.
Specialist Routine or Non-Urgent Care	Within fifteen (15) business days of the request.
Urgent Care with a Behavioral Health Provider without prior authorization	Within forty-eight (48) hours of the request.
Urgent Care requiring prior authorization with a Behavioral Health Provider	Within ninety-six (96) hours of the request.
Routine or Non-Urgent Care Appointments with a Behavioral Health Provider	Within < ten (10) working days of the request.
Routine or Non-Urgent Care Appointment with a Non-Physician Mental Health Provider	Within ten (10) working days of the request.
Routine or Non-Urgent Care Appointment for Ancillary Services	Within fifteen (15) working days of the request.
Children's Preventive Period Health Assessments (Well- Child Preventive Care) Appointments	Within seven (7) working days of the request.
<b>After Hours Care</b>	<b>24 hours/day; 7 day/week availability.</b>

Type of Care and Service	Molina Healthcare Standards
Maternity Care Appointments for First Prenatal Care	Within two (2) weeks of the request.
<b>Office Telephone Answer Time (during office hours)</b>	<b>Within forty-five (45) seconds of call.</b>
<b>Office Response Time for Returning Member Calls (during office hours)</b>	<b>Within same working day of call.</b>
<b>Office Wait Time to be Seen by Physician (for a scheduled appointment)</b>	<b>Should not exceed thirty (30) minutes from the appointment time.</b>
<b>After-Hour Instruction for Life-Threatening Emergency (when office is closed)</b>	<b>Life-threatening emergency instruction should state: "If this is a life-threatening emergency, hang up and dial 911."</b>
<b>Physician Response Time to After-Hour Phone Message, Calls and/or Pages</b>	<b>Within thirty (30) minutes of call, message and/or page. A clear instruction on how to contact the physician or the designee (on-call physician) must be provided for Members.</b>

## **QUESTIONS**

If you have any questions regarding the notification, please contact your Molina Provider Services Representative at (855) 322-4075. Please refer to the extensions on page one.

*To opt out of Just the Fax: Call (855) 322-4075, ext. 127413.  
Please leave provider name and fax number and you will be removed within 30 days.*