



Molina Healthcare of Nebraska, Provider Notice

Access and Appointment Availability Standards

This notice serves as a reminder to providers of the appointment availability standards for eligible members. Providers are contractually required to meet the timely access to care and services below, considering the urgency of and the need for the services. In addition, we also provided information as to the expectations concerning telephone accessibility standards for after-hours calls from members, as well as office wait times.

MEDICAL APPOINTMENT	
Appointment Types	Standard
Non-urgent preventive	Within 4 weeks
Non-urgent, sick	Within 48 hours, or sooner if condition becomes urgent or emergent
Urgent Care	Same day, provided by Primary Care Physician (PCP) or as arranged by Molina
Maternity Care	<ul style="list-style-type: none">• First Trimester: Within 14 calendar days• Second Trimester: within 7 calendar days• Third Trimester and High-Risk: Within 3 calendar days• Emergency: Immediately
Family Planning	Within 7 calendar days
Laboratory and X-Ray	Within 3 weeks for routine and 24 hours for urgent or as clinically indicated.
After Hours Care	24 hours/day; 7 day/week availability
Specialty Care (High Volume)	Within 30 calendar days after referral
Specialty Care (High Impact)	Consultation within 1 month of referral or as clinically indicated
Urgent Specialty Care	Within 24 hours
Emergency Services	Immediately upon presentation, 24 hours a day, 7 days a week

BEHAVIORAL HEALTH(BH) APPOINTMENT	
Appointment Types	Standard
Life Threatening Emergency	Immediately
Urgent Care	Within 48 hours



Initial Routine Care Visit	Within 10 business days
Follow-up Routine Care Visit	Within 30 calendar days
BH Emergency Services	Referral within 1 hour (2 hours in designated rural areas)

DENTAL APPOINTMENT	
Urgent Care	Within 24 hours
Routine or Preventive Care Visit	Within 6 weeks

OFFICE WAIT TIME
For scheduled appointments, the wait time in offices should not exceed forty-five (45) minutes. All PCPs and dental Providers are required to monitor waiting times and adhere to this standard. If a wait of more than ninety (90) minutes is anticipated, the member should be offered a new appointment.

AFTER HOURS
All Providers must have non-emergent after-hours coverage, or during the Provider's absence or unavailability for physician or primary care services. 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.

If you have general questions about this communication, please contact our Provider Relations Team at NEProviderRelations@MolinaHealthcare.com.