

# Behavioral Health Providers Appointment Availability Requirements

## Appointment Availability

### Provider Access and Availability Standards

Appropriate appointment availability is imperative to keeping members healthy. Behavioral Health services must be provided by a licensed Behavioral Health Clinician. The following appointment availability schedule should be followed by network providers.

- **Initial Visit Routine Care** should be provided within 10 days of request.
- **Initial Outpatient Behavioral Health Visits** should be provided within 14 days.
- **Urgent care** should be received within 24 hours of request, including urgent Behavioral Health situations.
- **Emergency care** should be received immediately.

## Follow Up Care After Hospitalization

### Provider Availability and Contact Requirements

**Outpatient follow up and/or continuing care** after discharge for inpatient psychiatric services should occur within 7 days from the date of discharge.

Members who missed an appointment for follow-up care after an inpatient hospitalization should be contacted within one (1) business day to reschedule the appointment.

If you have any questions regarding appointment availability or after-hours requirements, please contact Provider Relations at (855) 322-4080 or [MHTXProviderServices@MolinaHealthcare.com](mailto:MHTXProviderServices@MolinaHealthcare.com). You can also contact your provider relations representative. You can also contact Molina's 24-hour Behavioral Health Crisis Line via 1-800-818-5837 if a Molina Member needs assistance in a crisis situation.