

Appointment Availability & After Hours Requirements

Appointment Availability

Provider Access and Availability Standards

Appropriate appointment availability is imperative to keeping members healthy. The following appointment availability schedule should be followed by network providers.

- **Routine exams** should be provided within 14 days of request.
- **Specialty routine care and Specialty therapy** evaluations should be provided within 21 days.
- **Preventive health services for adults** should be provided within 90 days.
- **Prenatal care** must be provided within 14 days, except for **high-risk pregnancies or new members in the third trimester**. These members should be offered an appointment within 5 days.
- **Urgent Care** should be received within 24 hours of request.
- **Emergency Care** should be received immediately.

After Hours Requirements

Emergency and After Hours Access

Contracted Primary Care Providers must ensure that they, or another qualified medical professional, will be available or accessible to members 24 hours a day, 7 days a week. Acceptable after-hours coverage includes:

- The office telephone is answered after-hours by an **answering service**, which can contact the PCP or another designated medical practitioner. Calls must be returned within 30 minutes.
- The office telephone is answered after normal business hours by a **recording in at least English and Spanish**, directing the patient to call another number to reach the PCP or another designated provider.
 - Someone must be available to answer the designated provider's phone. A second recording is not acceptable.
- The office telephone is **transferred after office hours to another location where someone will answer the telephone** and be able to contact the PCP or another designated provider. Calls must be returned within 30 minutes.

If you have any questions regarding appointment availability or after-hours requirements, please contact Provider Relations at (855) 322-4080 or MHTXProviderServices@MolinaHealthcare.com. You can also contact your provider relations representative.