

Provider Bulletin

Molina Healthcare of California

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April 4, 2025

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

Timely Access to Care

This is an advisory notification to Molina Healthcare of California (MHC) network providers applicable to the Medi-Cal and Marketplace lines of business.

What you need to know:

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.

Provider Action

Please refer to the attached documents for more information on Timely Access to care.



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	562-517-1014	Clemente.Arias@molinahealthcare.com
	Daniel Amirian	562-549-4809	Daniel.Amirian@molinahealthcare.com
	Anita White	562-980-3947	Princess.White@molinahealthcare.com
	Elias Gomez	562-517-0445	Elias.Gomez@molinahealthcare.com
Los Angeles / Orange County	Maria Guimoye	562-549-4390	Maria.Guimoye@molinahealthcare.com
Sacramento County	Johonna Eshalomi	279-895-9354	Johonna.Eshalomi@molinahealthcare.com
San Bernardino County	Luana McIver	909-501-3314	Luana.Mciver@molinahealthcare.com
San Bernardino / Riverside County	Vanessa Lomeli	909-577-4355	Vanessa.Lomeli2@molinahealthcare.com
Riverside County	Patricia Melendez	562-549-3957	Patricia.Melendez@molinahealthcare.com
San Diego / Imperial County	Lincoln Watkins	858-974-1758	Lincoln.Watkins@molinahealthcare.com
	Tan Do	858-287-4869	Tan.Do@molinahealthcare.com

California Facilities (Hospitals, SNFs, CBAS, ICF/DD & ASC Providers)	Facility Representative	Contact Number	Email Address
San Diego, Sacramento, & Imperial California Facilities	Dolores Garcia	562-549-4900	Dolores.Garcia@molinahealthcare.com
Los Angeles, California Facilities	Laura Gonzalez	562-549-4887	Laura.Gonzalez3@molinahealthcare.com
Riverside & San Bernardino, California Facilities	MiMi Howard	562-549-3532	Smimi.Howard@molinahealthcare.com

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

KNOW YOUR HEALTH CARE RIGHTS



Timely Access to Care

Health plans must ensure their network of providers, including doctors, can provide health plan members an appointment within specific timeframes.

A qualified health care provider may extend the waiting time for an appointment if they determine a longer waiting time will not be harmful to the member's health.

Urgent Care

prior authorization
not required by health plan

 **48** hours

prior authorization
required by health plan

 **96** hours

Non-Urgent Care

Doctor Appointment

PRIMARY CARE PHYSICIAN

 **10** business days

SPECIALTY CARE PHYSICIAN

 **15** business days

Mental Health Appointment (non-physician¹)

 **10** business days

Appointment (ancillary provider²)

 **15** business days

Follow-Up Care

Mental Health / Substance Use Disorder Follow-Up Appointment (non-physician)

 **10** business days from prior appointment

Timely Access to Care Requirements

DISTANCE



A primary care provider / hospital within 15 miles or 30 minutes from where health plan members live or work

AVAILABILITY



Telephone services to talk to your health plan should be available 24/7

INTERPRETER



Interpreter services must be coordinated and provided with scheduled appointments for health care services

Unable to get an Appointment Within the Timely Access Standard?

If you are not able to get an appointment within the timely access standard, you should first contact your health plan for assistance. The DMHC Help Center is available at 1-888-466-2219 (TDD: 1-877-688-9891) or www.DMHC.ca.gov to assist you if your health plan does not resolve the issue. The DMHC Help Center will work with you and your health plan to ensure you receive timely access to care. If you believe you are experiencing a medical emergency, dial 9-1-1 or go to the nearest hospital.



¹ Examples of non-physician mental health providers include counseling professionals, substance abuse professionals and qualified autism service providers.

² Examples of ancillary services include lab work or diagnostic testing, such as mammogram or MRI, or treatment such as physical therapy.

CONOZCA SUS DERECHOS DE ATENCIÓN MÉDICA



Acceso oportuno a la atención

Los planes de salud deben asegurar que su red de proveedores, incluidos los médicos, puedan ofrecer a los miembros del plan de salud una cita dentro de unos plazos específicos.

Un proveedor de atención médica calificado puede extender el tiempo de espera para una cita si determina que un tiempo de espera más prolongado no será perjudicial para la salud del miembro.

Atención de urgencia

No se requiere una autorización previa por parte del plan de salud

 **48** horas

Se requiere una autorización previa por parte del plan de salud

 **96** horas

Atención que no es de urgencia

Cita con el médico

MÉDICO DE ATENCIÓN PRIMARIA

 **10** días hábiles

MÉDICO ESPECIALISTA

 **15** días hábiles

Cita de salud mental (no médica¹)

 **10** días hábiles

Cita (proveedor auxiliar²)

 **15** días hábiles

Atención de seguimiento

Cita de seguimiento de salud mental o trastorno por uso de sustancias (no médica)

 **10** días hábiles desde la cita previa

Requisitos del acceso oportuno a la atención

DISTANCIA



Un proveedor de atención primaria u hospital a una distancia de 15 millas o 30 minutos desde donde viven o trabajan los miembros del plan de salud.

DISPONIBILIDAD



Los servicios telefónicos para hablar con su plan de salud deben estar disponibles las 24 horas del día, los 7 días de la semana.

INTÉRPRETE



Los servicios de interpretación deben coordinarse y proporcionarse con citas programadas para los servicios de atención médica.

¿No puede conseguir una cita dentro del estándar de acceso oportuno?

Si no puede conseguir una cita dentro del estándar de acceso oportuno, debe comunicarse primero con su plan de salud para obtener ayuda. El Centro de Ayuda del DMHC está disponible llamando al 1-888-466-2219 (TDD: 1-877-688-9891) o visitando www.DMHC.ca.gov para ayudarlo en caso de que su plan de salud no resuelve el problema. El Centro de Ayuda del DMHC trabajará con usted y su plan de salud para asegurar que reciba acceso oportuno a la atención. Si cree que está experimentando una emergencia médica, marque el 9-1-1 o acuda al hospital más cercano.



¹ Algunos ejemplos de proveedores de salud mental no médicos incluyen profesionales de asesoría, profesionales de abuso de sustancias y proveedores calificados de servicios para el autismo.

² Algunos ejemplos de servicios auxiliares incluyen pruebas de laboratorio o de diagnóstico, como mamografías o imágenes por resonancia magnética (Magnetic Resonance Imaging, MRI), o tratamientos como fisioterapia.