



7/1/25

Re: Friendly Reminder: Marketplace Adherence to Appointment Time Guidelines

Dear Provider,

As part of our commitment to timely, quality care, Molina Healthcare maintains access to care standards and conducts ongoing monitoring of access to health care services delivered by our contracted providers.

This includes regular reviews and surveys of:

- **Primary Care Providers (PCPs):** Family/General Practice, Internal Medicine, and Pediatrics
- **High-Volume Specialists:** OB/GYN
- **High-Impact Specialists:** Oncology
- **Behavioral Health Providers**

All participating providers are **required to meet the access to care appointment standards** outlined below to ensure members receive health care services in a timely manner.

Regular monitoring ensures compliance with these standards and supports our shared goal of providing accessible, high-quality care.

Appointment access

All Providers who oversee the Member’s health care are responsible for providing the following appointments to Molina Members in the timeframes noted.

Medical appointment

Appointment type	Standard
Routine, asymptomatic	Within 30 calendar days
Routine, symptomatic	Within 7 calendar days
Urgent Care	Within 24 hours
After Hours Care	24 hours/day; 7 days/week availability
Specialty Care (High Volume)	Within 60 calendar days
Specialty Care (High Impact)	Within 60 calendar days
Urgent Specialty Care	Within 24 hours

Behavioral health appointment

Appointment type	Standard
Life Threatening Emergency	Immediately
Non-life-Threatening Emergency	Within 6 hours
Urgent Care	Within 48 hours
Initial Routine Care Visit	Within 10 business days
Follow-up Routine Care Visit	Within <20> calendar days*

Additional Behavioral Health Follow up routine care

Follow up after inpatient BH admission - 7 days

*Non-prescribers - 20 days

*Prescribers - 30 days

Thank you for your continued commitment to our members and for partnering with us in meeting these critical standards.

Sincerely,

Joel Izurieta

Director, Provider Relations Team