

Provider Bulletin

Molina Healthcare of California

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Timely Access Standards

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:

Providers are required to conform to the Access to Care appointment standards to ensure that healthcare services are provided in a timely manner. The primary care provider (PCP) or their designee must be available 24 hours a day, seven days a week to Members. Members are instructed to call their PCP to schedule appointments for routine/non-urgent care, preventive care, and urgent/emergency care visits. The PCP is expected to ensure timely access to MHC members. If the need for specialty care arises, the PCP is responsible for coordinating all services that fall out of the scope of the PCP's practice.

Access Standards

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

Timely access standards are based on regulatory and accreditation standards. MHC monitors compliance with these standards and will implement corrective actions for access to healthcare services that do not meet the performance standards.

For more information, please refer to the **Access to Care** section under:

- **MHC Medi-Cal Manual, Chapter 7:**
molinahealthcare.com/-/media/Molina/PublicWebsite/PDF/Providers/ca/Medicaid/2026-CA-MEDI-CAL-PROVIDER-MANUAL.pdf
- **MHC Marketplace Manual, Chapter 10:**
molinamarketplace.com/Marketplace/CA/en-us/Providers/Provider-Forms/~/_media/Molina/PublicWebsite/PDF/Providers/ca/Marketplace/2026%20CA%20Marketplace%20Provider%20Manual

For additional information on appointment access standards, contact your local Molina Quality functional area at (888) 562-5442.

What if you need assistance?

If you have any questions regarding the notification, please contact your [Molina Provider Relations Representative](#).



After-Hours Care

All providers must have backup (on-call) coverage after hours or during the provider's absence or unavailability. 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.

Primary Care Office Hours

Generally, office hours are from 9 a.m. to 5 p.m. However, the provider/practitioner has the flexibility to maintain his/her own reasonable and regular office hours. All primary care sites are required to post their regular office hours and be available to the members at least 20 hours a week at the site.

Urgent and Emergency Care at the PCP's Office

The facility must have procedures in place to enable access to emergency services 24 hours a day, seven days a week.

Confidential and Sensitive Medical Services

Timely access is required by providers/practitioners for members seeking sensitive/confidential medical services for family planning and/or sexually transmitted diseases, HIV testing/counseling, as well as confidential referrals for treatment of drug and/or alcohol abuse.

All providers who oversee the member's health care are responsible for providing the following appointments to Molina members in the timeframes noted:

Primary Care Providers	Primary Care Physicians and Non- Physician Medical Practitioners providing primary care
Specialists Physicians	Cardiovascular Disease, Endocrinology, and Gastroenterology
Psychiatrists	N/A
Non-Physician Mental Health Care Providers (NPMH)	Licensed Professional Clinical Counselor (LPCC), Psychologist (PhD-Level), Marriage and Family Therapist/Licensed Marriage and Family Therapist, and Master of Social Work/Licensed Clinical Social Worker
Ancillary Services Providers	Ancillary Service Providers: Facilities or entities providing mammogram or physical therapy appointments

Appointment Types	Access Standard
Urgent Care	
Urgent Care appointment with PCP	Within 48 hours of request. (No prior authorization required)
Urgent Care appointment with Specialist	Within 48 hours of request. (No prior authorization required)
Urgent Care appointment with PCP	Within 96 hours of request. (Prior authorization required)
Urgent Care appointment with Specialist	Within 96 hours of request. (Prior authorization required)
Non-Urgent Appointments	
Non-Urgent appointment with PCP	Within 10 business days of request.
Non-Urgent appointment with Specialist	Within 15 business days of request.
Appointment for ancillary services	Within 15 business days of request.
Behavioral Health Appointments	
Urgent care appointment with non-physician mental health care (NPMH) provider or behavioral health care physician (Psychiatrist)	Within 48 hours of request. (No prior authorization required) Within 96 hours of request. (Prior authorization required)
Non-urgent care appointment with non-physician mental health care (NPMH) provider	Within 10 business days of request.
Non-urgent care appointment with behavioral health care physician (Psychiatrist)	Within 15 business days of request.
Non-urgent care Follow-Up appointment with non-physician mental health care (NPMH) provider	Within 10 business days of request.