

PROVIDER BULLETIN

TO: Participating Primary Care Monroe Plan IPA and YourCare Primary Care IPA Network Providers

FROM: Monroe Plan for Medical Care and YourCare IPA Provider Relations Department

DATE: August 27th, 2025

SUBJECT: Access and Availability Reminders

Access to Care

Monroe Plan and Molina Healthcare of New York adhere to appointment availability standards established by the New York State Department of Health. These guidelines apply across all lines of business and are designed to enhance patient access to routine, urgent, preventive, and specialty care. The established standards, along with procedures for ongoing evaluation, pertain to access in both physical and behavioral health services, as delivered by contracted primary care providers (serving both adults and children) as well as participating specialists, including OB/Gyn and behavioral health providers. Providers are required to comply with the Access to Care appointment standards outlined below to ensure timely delivery of healthcare services. Specifically, these standards stipulate 100% availability for Emergency Services and a minimum of 75% availability for all other service categories. Furthermore, primary care providers or their authorized representatives must remain accessible to members 24 hours a day, seven days a week.

Appointment Access

All Providers who oversee the Member’s health care are responsible for providing the following appointments to Molina Members in the time frames noted: *** Please note that these appointment types and standards were recently updated by the New York Department of Department of Health.**

Medical Appointment Types	Standard
Routine, asymptomatic	Within 28 calendar days
Routine, symptomatic	Within 2-3 calendar days
Urgent Care	Within 24 hours
After Hours Care	24 hours/day; 7 day/week availability
Specialty Care (High Volume)	Within 28 – 42 calendar days
Specialty Care (High Impact)	Within 28 - 42 calendar days
Urgent Specialty Care	Within 24 hours
Obstetrical Care	Within 21 calendar days in the first trimester, within 14 calendar days in the second trimester and within 7 days thereafter.

PROVIDER BULLETIN

Behavioral Health Appointment Types	Standard
Initial appointment with a healthcare professional.	10 Business days
Initial appointment with an outpatient facility or clinic.	10 Business days
Life Threatening Emergency	Immediately
Non-life-Threatening Emergency	Within 6 hours
Urgent Care	Within 24 hours
*Routine Care	Within 5 business days
*Follow-up Routine Care following discharge from hospital or emergency room visit.	Within 5 business days

Additional information on appointment access standards is available from your local Molina Quality Department **toll free at (877) 872-4716**.

Office Wait Time

Office wait times for scheduled appointments must not exceed 60 minutes, and all PCPs must monitor and meet this requirement.

After Hours

All Providers must have back-up (on call) coverage after hours or during the Provider's absence or unavailability. Molina requires Providers to maintain a twenty-four (24) hour phone service, seven (7) days a week. This access may be through an answering service or a recorded message after office hours. For PCPs and OB/GYNs, if a recorded message is used, it must provide an option to direct the Member to a live person. 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.

Please visit the Provider Manual for additional information on access and availability.

Thank you for your continued dedication to the community at large.

Provider Relations & Network Management