



Provider Bulletin

TO: All Participating Monroe Plan IPA and YourCare IPA, (dba Elm and Oak Health) Network Providers

FROM: Monroe Plan for Medical Care and YourCare IPA, (dba Elm and Oak Health) Network Providers Provider Relations Department

DATE: 05/01/2026

SUBJECT: Access and Availability Reminder

Because Access Is the First Step to Better Care

New York State regularly conducts surveillance activities to assess compliance with appointment availability standards as outlined by the Medicaid Model Contract Section 15.2. Elm and Oak Health, together with Molina, upholds access to care standards and implements processes for ongoing monitoring of health care access, including behavioral health services, provided by contracted adult and pediatric primary care physicians (PCPs) and participating specialists, such as OB/Gyn, behavioral health providers, and both high-volume and high-impact specialists. All providers are required to comply with the Access to Care appointment standards detailed below, ensuring that health care services are rendered promptly.

These standards stipulate 100% availability of emergency services and a minimum of 75% availability for all other service types. The primary care provider or their

designated representative must be accessible to members at all times, 24 hours a day, seven days a week.

ACCESS AND AVAILABILITY STANDARDS REMINDER GRID

Appointment Access

All providers responsible for overseeing members' health care must offer appointments to Molina Members within the timeframes specified below:

Type of Care Request	Standard Timeframe
Primary Care Provider (PCP) or Prenatal Care	
Emergency Care	Immediately
Urgent Care	Within 24 hours
After Hours Care	24 hours/day; 7 day/week availability
Routine Symptomatic Care	Within 48 to 72 hrs of request
Routine Asymptomatic Care	Within 28 calendar days
Follow-up discharge	Within (7) days of discharge
Well Child Care	Within 4 weeks of request
Specialty Care Provider	
Urgent Care - High Impact	Within 24 hours
Routine Care - High Impact	Within 42 calendar days
Specialist Referral (non-urgent)	Within 4 to 6 weeks of request
Prenatal - First Trimester	Within 21 calendar days
Prenatal - Second Trimester	Within 14 calendar days
Third Trimester	Within 7 calendar days
Initial Family Planning Visit	Within 2 weeks of request
Behavioral Health	
Life Threatening Emergency	Immediately
Non-life threatening emergency care	Within 6 hours
Urgent care	Within 24 hours
Initial Routine care Visit	Within 10 business days
Follow-up Routine Care Visit	Within 5 calendar days
Appointment Wait Times	
Wait Time	Less than 1 hour

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

Office Wait Time

For scheduled appointments, the wait time in offices should not exceed sixty (60) minutes. All PCPs are required to monitor waiting times and adhere to this standard.

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: [Molina Provider Manual](#)

Thank you for all you do for our community at large,
Provider Network Management

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