

***** APPOINTMENT & ACCESS REQUIREMENTS *****

Magnolia Health follows the accessibility and appointment requirements set forth by applicable regulatory and accrediting agencies in addition to the Division of Medicaid.

Network providers must be accessible to members, maintain reasonable operating hours and provide after-hours services or referral direction to members in need of medical attention.

PCP and OBGYN Provider Standards and Procedures	
As specified by DOM, Magnolia will make PCP services available in accordance with the following standards:	
• Urgent care — Not to exceed twenty-four (24) hours.	
• Routine sick patient care — not to exceed seven (7) calendar days.	
• Well care — Not to exceed thirty (30) calendar days.	
Magnolia’s internal standards for OB/GYN access are:	
• Initial appointment for a pregnant member within three (3) weeks.	
• Ongoing prenatal care during the first and second trimesters within seven (7) days.	
• Ongoing prenatal care during the third trimester within three (3) days.	
Type of Appointment	Scheduling Time Frame
Primary Care Providers	Please see above
Preventive Care	Within thirty (30) calendar days
Regular and Routine Care	Within seven (7) calendar days
Initial Health Check (EPSDT)	Within 90 calendar days of enrollment
Urgent Care	Within twenty-four (24) hours
Emergency Care	Immediate, or refer to Emergency Room (ER) and with no Prior Authorization required
Specialty Care Providers	Within forty-five (45) calendar days
Pregnant Women Care	Initial visit within three (3) weeks; ongoing prenatal care during the first and second trimesters within seven (7) days, and within three (3) days during the third trimester.
Behavioral Health Providers (Routine Care)	Within twenty-one (21) calendar days
Behavioral Health Providers (Urgent Care)	Within twenty-four (24) hours
Behavioral Health Providers (post-discharge from an acute psychiatric hospital when Magnolia is aware of the Member’s discharge)	Within seven (7) calendar days
Dental Providers (Routine)	Within forty-five (45) calendar days
Dental Providers (Urgent Care)	Within forty-eight (48) hours

For additional details on Access and Availability standards, please visit www.magnoliahealthplan.com to access Magnolia’s Provider Manual.