



***** 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.

Type of Appointment	Scheduling Time Frame
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	<ul style="list-style-type: none"> •Initial appointment for a pregnant member during first trimester within three (3) weeks. •Initial prenatal care during the second trimester within seven (7) days. •Initial prenatal care during the third trimester within three (3) days.
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.