

Section 6. Provider Responsibilities

This section describes Molina Healthcare's established standards on access to care, newborn notification process, and member marketing information for participating providers. In applying the standards listed below, participating providers have agreed they will not discriminate against any member on the basis of:

- Age
- Race
- Creed
- Color
- Religion
- Sex
- National origin
- Ancestry
- Sexual orientation
- Marital status
- Physical disability
- Mental or sensory handicap
- Place of residence
- Socioeconomic status
- Status as a recipient of Medicaid benefits

Additionally, participating providers or contracted medical groups/IPAs may not limit their practices because of a member's medical (physical or mental) condition or the expectation for the need of frequent or high cost care. If PCPs choose to close their panel to new members, Molina Healthcare must receive thirty (30) days advance notice from the provider.

Access to Care Standards

Molina Healthcare is committed to providing timely access to care for all members in a safe and healthy environment. Molina Healthcare will ensure providers offer hours of operation no less than offered to commercial members. Access standards have been developed to ensure that all health care services are provided in a timely manner. The PCP or designee must be available (24) hours a day, seven days a week to members for emergency services. This access may be by telephone. Appointment and waiting time standards are shown below. Any member assigned to a PCP is considered his or her patient.

For additional information about how Molina Healthcare audits access to care, please refer to Section 8 (Quality Improvement) of this manual.

Type of help You need:	Where to go. Who to Call.
Emergency Care	Call 911 or go to the nearest emergency room.
Urgent Care Services	Even when outside Molina Healthcare's network or Service Area, please call 911 or go to the nearest emergency room for Emergency care. For directions, call Your PCP or Molina Healthcare's 24-Hour Nurse Advice Line toll-free at 1 (888) 275-8750 or, for Spanish, at 1 (866) 648-3537. For out-of-area Urgent Care Services You may also go to the nearest urgent care center or emergency room.
A physical exam, wellness visit or immunizations	Go to Your PCP
Treatment for an illness or injury that is not an Emergency	Go to Your PCP
Family planning services , such as: Pregnancy tests Birth control Sterilization	Go to any Participating Provider of Your choice. You do not need a Prior Authorization to get these services.
Tests and treatment for sexually transmitted diseases (STDs)	Go to any Participating Provider of Your choice. You do not need a Prior Authorization to get these services.
To see an OB/GYN (woman's doctor).	Women may go to any Participating Provider OB/GYN without a Referral or Prior Authorization. Ask Your doctor or call Molina Healthcare's Customer Support Center if You do not know an OB/GYN.

To see a specialist (for example, cancer or heart doctor)	Go to Your PCP first. Your doctor will give You a Referral if needed. If You need Emergency Services or out-of-area Urgent Care Services, get help as directed under Emergency Care or Urgent Care Services above
To have surgery	Go to Your PCP first. Your doctor will give You a Referral if needed. If You need Emergency Services or out-of-area Urgent Care Services, get help as directed under Emergency Care or Urgent Care Services above
To get a second opinion	Consult Your Provider Directory on our website at www.molinahealthcare.com to find a Participating Provider for a second opinion.
After-hours care	Call Your PCP for a Referral to an after-hours clinic or other appropriate care center. You can also call Molina Healthcare's Nurse Advice Line toll-free at 1 (888) 275-8750 or, for Spanish, at 1 (866) 648-3537. You also have the right to interpreter services at no cost to You to help in getting after hours care. Call toll-free 1 (888)-560-5716.

Newborn Notification Process

Physicians must notify Molina Healthcare immediately of the first prenatal visit and/or positive pregnancy test of any member presenting themselves for healthcare services.

The PCP shall submit to Molina Healthcare the Pregnancy Notification Report Form (included in Appendix B) within 1 working day of the first prenatal visit and/or positive pregnancy test of any member presenting themselves for healthcare services. Providers shall enter all applicable information in sections (3) and (2) of the form. The form should be faxed to Molina Healthcare Healthcare Services at (866) 440-9791.

Relocations and Additional Sites

Providers should notify Molina Healthcare sixty (60) days in advance when they relocate or open an additional office. When this notification is received, a site review of the new office may be conducted before the provider's recredentialing date.

Site and Medical Record-Keeping Practice Reviews

As a part of Molina Healthcare's Quality Improvement Program, providers are required to maintain compliance with certain standards for safety, confidentiality, and record keeping practices in their practices. For details regarding these requirements and other QI program expectations please refer to Section 8 of this manual.

Member Information and Marketing

Any written informational and marketing materials directed at Molina Healthcare members must be written at or below the fifth (5th) grade reading level, and have prior written consent from Molina Healthcare and the appropriate government agencies. Please contact your Provider Services Representative for information and review of proposed materials. Neither Molina Healthcare, nor any contracted providers nor medical groups/IPA may:

- Distribute to its members informational or marketing materials that contain false or misleading information
- Distribute to its members marketing materials selectively within the Service Area
- Directly or indirectly conduct door-to-door, telephonic, or other cold-call marketing for member enrollment