

PRIMARY CARE PROVIDER RESPONSIBILITIES

Access to Care Standards

A Primary Care Provider (PCP) may be any of the following types of provider: family or general practice, internal medicine, OB/Gyn, pediatric, physician assistant and/or nurse practitioner.

A PCP must be accessible 24 hours a day, seven days a week, either personally or through coverage arrangements with a designated contracted primary care provider. After Hours coverage must meet the requirements below.

- ✓ Provides instructions for an emergency situation
- ✓ Provides means of reaching an on-call physician

The PCP must make every effort to schedule members for appointments using the following recommendations:

1. Office Hours. Primary Care Providers must be available at least 20 hours per week. The PCP must provide staffing patterns, which are adequate for caseload, inclusive of healthcare support staff, paraprofessionals, and other healthcare professionals.
2. Emergent Appointments. Emergencies must be handled immediately or the member be referred to a hospital emergency room.
3. Urgent Appointments. Urgent appointments scheduled on the same day or referred to urgent care facility.
4. Routine Appointments. Routine appointments scheduled within seven (7) to ten (10) days.
5. Health Assessment. Well examination and physical scheduled within four (4) to six (6) weeks after the initial request.
6. After-Hours Care. Primary Care Providers must provide member access and availability to physician services, 24 hours per day, seven days a week. Members can access medical services after-hours by calling (888) 898-7969.

Provider Change Notification Requirements

Providers must notify Molina Healthcare in writing at least **60 days** in advance when possible of changes in physician staffing, after hours and/or vacation coverage, practice location changes, billing address and tax ID changes. Changes should be submitted on the “Molina Healthcare Provider Change Form” located on the Molina Healthcare website at www.molinahealthcare.com in the Provider Forms section. Please submit completed forms and supporting documentation by mail, fax or email to: Molina Healthcare of Michigan, Systems Configuration, 100 W. Big Beaver Road, Suite 600, Troy, MI 48084 or Fax to (248) 925-1757, or e-mail to MHMProviderChangeForm@molinahealthcare.com. Please direct questions to the Provider Call Center at (888) 898-7969.

Facility Staffing Standards

The Facility Staffing Standards are divided into the following types of Primary Care Centers:

1. **Multi-specialty Centers** – consist of Internists, Family/General Practitioners and Pediatricians all on-site at the same location. In addition, Multi-Specialty Centers should have a referral OB/GYN physician.
2. **Family Practice Centers** – consist of two (2) Family Practitioners or two (2) General Practitioners or one of each. In addition, Family Practice Centers should have a referral OB/GYN and referral Pediatrician.
3. **Multi-Specialty Multi-Location Centers** – consist of Internists, General/Family Practitioners and Pediatricians located in different locations within 20 minutes from each other.

Realizing different staffing may be necessary based upon the number of members being serviced; Molina Healthcare has established standards for large and small centers. The standards, therefore, change based upon the following numbers of members.

- 0 – 349 Members
- 350 – 999 Members
- 1000 – 1999 Members
- 2000 – 3999 Members
- 4000+ Members

1. Multi-Specialty Centers

Less than 349 Members

One Internist, Family Practitioner, Or General Practitioner on site	4 days/week 20 hours/week 2 hours/day minimum
One Referral OB/Gyn Within 30 minutes travel time	3 days/week 20 hours/week
One Pediatrician on site Access to private office on alternate days	3 days/week 20 hours/week 2 hours/day minimum

350 – 999 Members

One Internist, Family Practitioner, Or General Practitioner on site	4 days/week 20 hours/week 2 hours/day minimum
One Pediatrician on site Access to private office on alternate days	3 days/week 20 hours/week 2 hours/day minimum

1000 – 1999 Members

Two Internists, Family Practitioners Or General Practitioners on site	4 days/week 22 hours/week 4 hours/day minimum
One Pediatrician on site Access to private office on alternate days	5 days/week 22 hours/week 4 hours/day minimum

2000 – 3999 Members*

Three Internists, Family Practitioners, Or General Practitioners on site	4.5 days/week 30 hours/week 6 hours/day minimum
Two Pediatricians on site Access to private office on alternate days	4 days/week 22 hours/week 4 hours/day minimum

****Note: Molina Healthcare will review and determine annually the Facility Standards for those centers with memberships over 4,000.***

2. Family Practice Centers

Less than 349 Members

One Family Practitioner, General Practitioner, or Internist on site	4 days/week 20 hours/week 2 hours/day minimum
One Referral OB/GYN* within 30 minutes travel Time from other specialties	3 days/week 20 hours/week
One Referral Pediatrician* within 30 minutes Travel time from other specialties	3 days/week 20 hours/week

350 – 999 Members

One Family Practitioner, General Practitioner, or Internist on site	4 days/week 20 hours/week 2 hours/day minimum
One Family Practitioner, General Practitioner, or Internist on site	4 days/week 20 hours/week 2 hours/day minimum
One Referral OB/GYN* within 30 minutes travel Time from other specialties	3 days/week 20 hours/week
One Referral Pediatrician* within 30 minutes Travel time from other specialties	3 days/week 20 hours/week

1000 – 1999 Members

One Family Practitioner, General Practitioner or Internist on site	4 days/week 22 hours/week 2 hours/day minimum
One Family Practitioner, General Practitioner or Internist on site	4 days/week 22 hours/week 2 hours/day minimum
One Referral OB/GYN* within 30 minutes travel Time from other specialties	5 days/week 22 hours/week
One Referral Pediatrician* with 30 minutes Travel time from other specialties	5 days/week 22 hours/week



Primary Care Provider Responsibilities

2000 – 3999 Members **

One Family Practitioner, General, Practitioner or Internist on site	4.5 days/week 30 hours/week 6 hours/day minimum
One Family Practitioner, General Practitioner or Internist on Site	4.5 days/week 30 hours/week 6 hours/day minimum
One Family Practitioner, General Practitioner or Internist on Site	4.5 days/week 22 hours/week 6 hours/day minimum
Two Referral OB/Gyn's within 30 minutes Travel time from other specialties	4.5 days/week 30 hours/week
Two Referral Pediatricians within 30 minutes Travel time from other specialties	4 days/week 22 hours/week

****NOTE: Molina Healthcare will review and determine annually the Facility Standards for those centers with memberships over 4,000.**

3. MULTI-LOCATION CENTERSLess than 349 Members

One Internist, Family Practitioner, Or General Practitioner on site	4 days/week 20 hours/week 2 hours/day minimum
One OB/GYN within 30 minutes travel Time from other specialties	3 days/week 20 hours/week 2 hours/day minimum
One Pediatrician within 30 minutes Travel from other specialties	3 days/week 20 hours/week 2 hours/days minimum

350- 999 Members

Two Internists, Family Practitioners, Or General Practitioners on site	4 days/week 20 hours/week 2 hours/day minimum
One OB/GYN within 30 minutes travel Time from other specialties	3 days/week 20 hours/week 2 hours/day minimum
One Pediatrician with 30 minutes Travel time from other specialties	3 days/week 20 hours/week 2 hours/day minimum

1000 - 1999 Members

Two Internists, Family Practitioners, Or General Practitioners on site	4 days/week 22 hours/week 4 hours/day minimum
One OB/GYN within 30 minutes travel Time from other specialties	5 days/week 22 hours/week 4 hours/day minimum
One Pediatrician within 30 minutes Travel time from other specialties	5 days/week 22 hours/week 4 hours/day minimum



Primary Care Provider Responsibilities

2000 - 3999 Members

Three Internists, Family Practitioners.	4.5 days/week 6 hours/day minimum
Two OB/GYN's within 30 minutes travel time From other specialties	4.5 days/week 30 hours/week 4 hours/day minimum
Two Pediatricians within 30 minutes travel Time from other specialties	4 days/week 22 hours/week 4 hours/day minimum

****NOTE: Molina Healthcare will review and determine annually the Facility Standards for those centers with membership over 4,000.***

Molina Healthcare reserves the right to modify staffing after review of Member Complaints, Member Satisfaction Survey, Utilization Reports, Member Transfers, and can make adjustments to these staffing standards.