

Molina Healthcare of South Carolina, Inc.

Important Information. Please Read.

Reminder to Marketplace Providers

In accordance with CMS guidance, as outlined in Chapter 2, Section 3.ii.b of the 2023 Final Letter to Issuers in the Federally facilitated Exchanges, all Qualified Health Plan (QHP) issuers are required to maintain timely access to care by meeting specific appointment wait time standards. These standards are designed to ensure that members have consistent and equitable access to essential health services within reasonable time frames.

The required wait time standards are as follows:

Service Type - Maximum Wait Time:

Behavioral Health - Within 10 calendar days

Primary Care (Routine) - Within 15 business days

Specialty Care (Non Urgent) - Within 30 business days

QHP issuers must ensure compliance with these standards at least 90% of the time for new patient appointments, reflecting CMS's commitment to improving access, reducing barriers to care, and supporting member well being.

Provider Services: (855) 237-6178

MolinaMarketplace.com



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