



PROVIDER BULLETIN

TO: Participating Monroe Plan IPA and YourCare IPA Network Providers

FROM: Monroe Plan for Medical Care and YourCare IPA Provider Relations Department

DATE: December 17, 2020

SUBJECT: 2020 Year End Roster Submissions and NYSDOH Access and Availability Requirements

Updated Provider Rosters

To best represent your office in Molina Healthcare of New York Inc. Provider Directories, we ask that you submit your latest standard provider roster to us at pfmemails@monroeplan.com. We currently receive rosters from many offices on a routine basis, so if you send to us now please disregard this notice and thank-you for your on-going submissions. Your roster submission to us can be in the same detailed format that you send to other Health Plans but should include the following information at a minimum:

- Group Taxpayer Identification Number
- Group Location(s) and/or Business Office Address if Different
- Group Sponsoring MD (For Midlevel Providers)
- Provider Name
- Provider Type (PCP or Specialist)
- Provider Specialty(s)
- Provider NPI
- Provider Practice Location

NYSDOH Access and Availability

Although these have been shared previously by us and many other Plans, we wanted to provide the attached summary of current NYS standards for member access and availability.

Detailed Access & Availability information is available the [Molina Healthcare of New York Inc. Provider Manual](#). Please share this information with your staff as appropriate as NYS will begin their secret shopper reviews of offices sometime soon.

As always, please do not hesitate to contact us directly at our general Provider Relations e-mail address providerrelations@monroeplan.com with any questions pertaining to this information.

Thank you for all you do for our members and our communities at large.



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NYSDOH Appointment Standards for Primary Care

Type of Visit	Required Timeframe
Urgent care visit	Within 24 Hours
Non-urgent sick visits	Within 3 days
Routine, preventive care visit	Within 4 weeks
First pre-natal visit	Within 3 weeks during 1st trimester (2 weeks during 2nd, 1 week during 3rd)
First newborn visit	Within 2 weeks of hospital discharge
First family planning visit	Within 2 weeks
Follow-up visit after mental health/substance abuse ER or inpatient visit	Within 5 days
Non-urgent mental health or substance abuse visit	Within 2 weeks
Adult baseline and routine physicals visit	Within 12 weeks

NYSDOH Appointment Standards for Behavioral Health Services

Type of Visit	Required Timeframe
Behavioral Health Specialist Referral Non-Urgent	Within 24 Hours
<i>For Continuing Day Treatment, Intensive Psychiatric Rehabilitation, Treatment programs and Rehabilitation services for residential Substance Use Disorder treatment services</i>	Within 2 to 4 weeks of request
<i>For PROS programs other than clinic services</i>	Within 2 weeks of request
<i>Non-urgent mental health or Substance Use Disorder visits with a Participating Provider that is a Mental Health and/or Substance Use Disorder Outpatient Clinic, including a PROS clinic</i>	Within 1 week of request
<i>Provider visits to make health, mental health, and substance abuse assessments for the purpose of making recommendations regarding a recipient's ability to perform work when requested by a LDSS</i>	Within 10 days of request by an MMC Enrollee