



A Public Entity

INLAND EMPIRE HEALTH PLAN



To: IPA Administrators, PCPs and Specialists
From: IEHP – Provider Relations
Date: December 19, 2014
Subject: 2014 PM Policy 9A-Access Standards Revisions

In compliance with the Department of Managed Health Care (DMHC) requirements, IEHP has made the following changes to the Provider Manual Policy 9A – Access Standards under the Corrective Action Plan and Access Standards for Clinical Services sections:

1. **Corrective Action Plan**

“Advance written notification will be provided to contracted Providers affected by a CAP including a description of the identified deficiencies, the rationale for the corrective action, and the name and telephone number of the person authorized to respond to provider concerns regarding the plan’s corrective action.”

2. **Access Standards for Clinical Services**

The appointment Standard timeframe for urgent prenatal visit was changed from “Same Day” to “Forty - eight (48) hours”

Please refer to your Provider Manual, Policy 9A “Access Standards” for a complete description of IEHP’s Access Standards. If you have any questions please contact the Provider Relations Team at (909) 890-2054.