



To: IPAs, PCPs, Specialists, and Behavioral Health Providers
From: IEHP – Provider Relations
Date: February 26, 2018
Subject: Access Standards

Inland Empire Health Plan (IEHP) is committed to prompt access to care for our Members. The Annual Provider Appointment Availability Access Study demonstrated many opportunities for improvement in Provider access. The table below outlines the access standards for availability of services to Members:

<u>Type of Visit</u>	<u>Timeframe</u>
Emergency	Immediate disposition of Member to appropriate care setting
Urgent visit	Forty-eight (48) hours
Urgent prenatal visit	Forty-eight (48) hours
Urgent visit, requiring authorization	Ninety-six (96) hours
Initial prenatal visit	One (1) week
Routine prenatal care	Two (2) weeks or as directed by physician
Non-urgent, acute illness visit	Three (3) business days, or as directed by physician
Non-urgent with a non-physician Behavioral Health Care Provider	Within ten (10) business days of request
Non-urgent ancillary services (for diagnosis and treatment)	Within fifteen (15) business days of request
Routine non-urgent visit	Within ten (10) business days of request
Well Child Visit	Two (2) weeks
Non-urgent appointments with specialist physician	Within fifteen (15) business days of request
Routine physical (complete)	Thirty (30) Days
Initial health assessment (for State Program Members Only)	Thirty (30) Days (within one hundred twenty (120) days of enrollment)
Initial health assessment (for State Program Members under 18 months of age only)	Thirty (30) Days (within sixty (60) days of enrollment)
Routine pelvic, Pap and breast exam	Thirty (30) Days
Follow-up exam	As directed by physician

We recommend that your office incorporate this information into your scheduling workflow to assist as a reminder of the access standards by type of appointment.

Additional information regarding IEHP Access Standards can be found in the IEHP Provider Manual Policy 9A, “Access Standards.”

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054.