



A Public Entity

Inland Empire Health Plan



To: IPAs, PCPs, Specialists, and Behavioral Health Providers
From: IEHP – Provider Relations
Date: June 27, 2017
Subject: **After Hours Provider Access**

Inland Empire Health Plan (IEHP) requires all Providers to provide Members with the ability to connect to an on-call physician after hours and follow appropriate protocol for life threatening emergency calls.

Acceptable protocols for **after hours on-call physician access** include:

- Providing instructions via exchange or voicemail on how Members can connect to their doctor, on-call physician or covering nurse after-hours OR
- Connecting directly to the doctor, on-call physician or covering nurse.

Acceptable protocols for **life-threatening emergency calls** include:

- Providing instruction to the Member to dial 9-1-1 OR
- Go to the nearest Emergency Room

Please ensure that your office voicemail includes information for Members on calling 9-1-1 or going to the nearest Emergency Room in the case of a life-threatening emergency.

Your office may receive a call from an IEHP Provider Services Representative to discuss these requirements and ensure that your after-hours exchange or voicemail is set up to appropriately address these protocols.

As a reminder, all communications sent by IEHP can also be found on our Provider portal at the following address: <https://ww3.iehp.org/en/providers/correspondence/>.

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