



A Public Entity

INLAND EMPIRE HEALTH PLAN



To: IPA Administrator, PCPs and Specialists
From: IEHP – Provider Relations
Date: November 19, 2014
Subject: 2014 Appointment Availability Access Study

IEHP is beginning the **Annual Appointment Availability Access Study and After Hours Study**. This study assesses availability for **urgent, routine, well child and physical appointments** (well child and physical do not apply to Specialists).

IEHP will conduct the phone survey to determine compliance with IEHP appointment standards as follows:

Appointment Standards	
Type of Visit	Timeframe
Urgent Visit	Forty-eight (48) hours
Routine non-urgent visit	Within ten (10) business days of request
Well Child Visit	Two (2) weeks
Routine physical (complete)	Thirty (30) Days

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