



**To:** Behavioral Health Providers  
**From:** IEHP – Provider Relations  
**Date:** September 11, 2017  
**Subject:** **2017 Appointment Availability and After Hours Access Study**

This month, IEHP is beginning the Annual Appointment Availability and After Hours Access Study. These two studies assess availability for urgent and routine visits, protocols for after hours on-call physician access, after hours life-threatening emergency calls, as well as awareness of IEHP provided interpreter services.

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

<b>Appointment Standards</b>	
<b>Type of Visit/Service</b>	<b>Timeframe/Standard</b>
Urgent Visit	Forty-eight (48) hours
Initial Routine (non-urgent) Visit	Within ten (10) business days of request
Follow-up Routine (non-urgent) Visit	Within ten (10) business days of request
After hours on-call physician access	<ul style="list-style-type: none"> <li>• Providing instructions via exchange or voicemail on how Members can <b>connect to their doctor, on-call physician or covering nurse after-hours</b> OR</li> <li>• Connecting directly to the doctor, on-call physician or covering nurse.</li> </ul>
After hours life-threatening emergency calls	<ul style="list-style-type: none"> <li>• Providing instruction to the Member to dial 9-1-1 OR</li> <li>• Go to the nearest Emergency Room – this information should be recorded on the office voicemail for all Providers.</li> </ul>
<p><b>Interpreter Services:</b></p> <ul style="list-style-type: none"> <li>• Providers must provide interpreters as needed for Member appointments. IEHP covers the costs of the interpretation services for PCP and outpatient visits. When face-to-face interpretation services are required, it is recommended that the <b>Member or Provider schedule an interpreter at the same time or at least five (5) working days in advance of the medical appointment.</b> All requests for interpretation services must be scheduled and authorized by IEHP.</li> <li>• <b>Interpreter services are scheduled by calling IEHP Member Services at (800) 440-IEHP (4347), or (800) 718-4347 for TTY users. After business hours, Members and Providers can call the 24-Hours Nurse Advice Line at 1-888-244-IEHP (4347) to access interpretation services.</b></li> </ul>	

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