



To: IPA Administrator, Specialists
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:

Appointment Standards	
Type of Visit/Service	Timeframe/Standard
Urgent Visit not requiring authorization	Forty-eight (48) hours
Urgent Visit requiring authorization	Ninety-six (96) hours
Non-urgent visit	Within fifteen (15) business days of request
After hours on-call physician access	<ul style="list-style-type: none"> • 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.
After hours life-threatening emergency calls	<ul style="list-style-type: none"> • Providing instruction to the Member to dial 9-1-1 OR • Go to the nearest Emergency Room
<p>Interpreter Services:</p> <ul style="list-style-type: none"> • 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 Member or Provider schedule an interpreter at the same time or at least five (5) working days in advance of the medical appointment. All requests for interpretation services must be scheduled and authorized by IEHP. • 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. 	

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