

## IEHP Access Standards

On an annual basis, IEHP conducts the Appointment Availability Access Study. Please note that IEHP or a third party survey vendor may call your office to survey you on your appointment availability and the results will help us improve on our quality improvement measures.

If an IEHP Member calls for an appointment, please reference the following:

<b>Appointment Standards for PCP</b>		
Type of Visit	Timeframe	Acceptable Alternative(s)
Emergency	Immediate disposition of patient to appropriate care setting	<ul style="list-style-type: none"> <li>Hang up and call 911</li> <li>Go to the emergency room</li> </ul>
Urgent Care – these health care services diagnose and/or treat medical conditions severe enough to require same-day care but fall short of an emergency	48 hours	Direct to urgent care
Urgent visit, requiring authorization	96 hours	
Non-Urgent, acute illness visit	3 business days, or as directed by Physician	
Routine non-urgent visit	Within 10 business days of request	
Well child visit or Immunizations	2 weeks	
Routine physical (complete)	30 days	
Non-urgent ancillary services <b>(for diagnosis and treatment)</b>	Within 15 business days of request	
Initial Health Assessment <b>(Medi-Cal Members only)</b>	within 120 days of enrollment	
Initial Health Assessment <b>(Medi-Cal Members, under 18 months of age only)</b>	within 60 days of enrollment	
Initial Preventive Physical Exam <b>(IEHP DualChoice only)</b>	30 days (within 6 months of enrollment)	
Routine pelvic, Pap and breast exam	30 days	
Follow-up exam	As directed by physician	

**If you are unable to schedule an appointment within IEHP guidelines, please immediately contact IEHP Provider Relations Team at (909) 890-2054**

## IEHP Access Standards (continued)

<b>Telephone Standards</b>		
Type of Call	Timeframe	Acceptable Alternative(s)
Telephone Answer Time	Within 6 rings	Automatic answering system must have an option to access a live person directly
Telephone Hold Time	Less than 10 minutes	Put on hold, explain the reason and offer the choice to either wait or have their call returned
Returning Member Messages	<ul style="list-style-type: none"> <li>Same day for urgent matter</li> <li>Within 3 business days for a non-urgent matter</li> <li>Minimum of 3 attempts must be made to return Member's call</li> </ul>	Put on hold, explain the reason and offer the choice to either wait or have their call returned

PCPs and IPAs provide 24-Hour phone access, 7 days a week. If an IEHP patient calls a physician's office after hours, an answering service or phone message must give the caller steps to access care.

An IEHP patient can speak to a licensed triage person via the IEHP 24-Hour Nurse Advice Line at (888) 244-IEHP (4347) or (866)-577-8355 for TTY users, 7 days a week, 24-hours a day. (PCPs must still provide 24/7 telephone access.)

<b>PCP After-Hours Access</b>		
Type of Call	Timeframe	Acceptable Alternative(s)
Telephone Answer Time	Immediate disposition of patient to appropriate care setting	Recording or verbally instruct patient to: <ul style="list-style-type: none"> <li>Hang up and call 911</li> <li>Go to the Emergency Room</li> </ul>
Urgent non-life threatening	Instruct patient to hold for a non-call physician or give phone number of on-call physician	<ul style="list-style-type: none"> <li>Take a message and call back next business day</li> <li>Direct to IEHP 24-Hour Nurse Advice Line</li> </ul>
Non-urgent	Tell patient how to contact or speak with on-call physician or covering nurse	<ul style="list-style-type: none"> <li>Take a message and call back next business day</li> <li>Direct to IEHP 24-Hour Nurse Advice Line</li> </ul>

# IEHP Access Standards (Continued)

## Appointment Availability Access Study

- Q. When is the next available **urgent\*** appointment date and time?  
A. **48 hours**
- Q. When an urgent appointment is unavailable, do you refer your patient to another facility? If yes, where do you refer your patient?  
A. **Yes, we refer the patient to an urgent care facility.**
- Q. What would you tell a caller with a life-threatening emergency?  
A. **Hang up and call 911 or go to the nearest emergency room.**
- Q. When is the next available appointment for a non-urgent/routine appointment? A.  
A. **Within 10 business days.**
- Q. When is the next available appointment for a physical exam?  
A. **Within 30 days.**
- Q. When is the next available appointment for a Well Child Visit?  
A. **Within 2 weeks.**
- Q. When is the next available appointment for a child to receive immunizations?  
A. **Within 2 weeks.**
- Q. When is the next available appointment for ancillary services for the diagnosis and treatment of an injury, illness or other health condition?  
A. **Within 15 business days**

\* **Urgent Care Services** – These are health care services needed to diagnose and/or treat medical conditions severe enough to require same-day care but are not emergency medical conditions.

## After-Hours Study

- Q. What would you tell a caller with a life-threatening emergency?  
A. **Hang up and call 911 or go to the nearest Emergency Room.**
- Q. If a patient needs a physician to return the call for an urgent reason, can you reach that physician or an on-call physician?  
A. **Yes.**
- Q. What would you tell a caller with a non life-threatening emergency?  
A. **Stay on the line. You will be connected to an on-call physician or be given a phone number to reach the on-call physician.**
- Q. Does the recording give information such as this: "If this is a life-threatening emergency, hang up and call 911" and/or "Go to the nearest emergency facility immediately."?...  
A. **Yes.**
- Q. Does the recording tell the caller how to contact or reach the on-call physician?  
A. **Yes.**
- Q. For an urgent, non-emergency situation, does the recording tell the caller what to do?  
A. **Yes.**
- Q. Does the recording refer the call to the IEHP 24-Hour Nurse Advice Line?  
A. **Yes, it is 1-888-244-IEHP (4347) or 1-866-577-8355 for TTY user.**