



**To:** IPAs, PCPs, Specialists, Behavioral Health, and Ancillary Providers  
**From:** IEHP – Provider Relations  
**Date:** July 08, 2019  
**Subject:** **CORRECTION: 2019 Appointment Availability Survey – Fax Survey**

This month, IEHP will conduct the Annual Appointment Availability Survey. The survey is designed to assist IEHP in assessing Member access to urgent care and routine care appointments.

IEHP will conduct a **fax survey** to determine compliance with appointment standards. **(If no response is received, the Provider will be contacted by phone to complete).**

**The appointment standards are as follows:**

Primary Care Physicians	
Type of Visit/Service	Timeframe/Standard
Urgent Visit	Forty-eight (48) hours
Routine non-urgent visit	Within ten (10) business days of request

Specialists and Ancillaries	
Type of Visit/Service	Timeframe/Standard
Urgent Visit	Forty-eight (48) hours
Urgent Visit requiring authorization	Ninety-six (96) hours
Routine non-urgent visit with Specialist Physicians	Within fifteen (15) business days of request
Non-urgent Ancillary services (for diagnosis and treatment)	Within fifteen (15) business days of request

Non-Physician Mental Health Provider	
Type of Visit/Service	Timeframe/Standard
Urgent Visit	Forty-eight (48) hours
Routine non-urgent visit with non-Physician Mental Health Provider	Within ten (10) business days of request

As a reminder, all communications sent by IEHP can also be found on our Provider Portal. <https://www.iehp.org/en/providers/plan-updates>.

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