



To: Primary Care Providers
From: IEHP – Provider Relations
Date: July 14, 2020
Subject: **UPDATED INFORMATION: 2020 Appointment Availability Survey – Fax and Email Survey**

Inland Empire Health Plan (IEHP) will be conducting the Annual Appointment Availability Survey starting on **Monday, July 13, 2020**. The survey is designed to assist IEHP in assessing Member access to routine preventive care appointments.

IEHP will be performing the survey via **fax, email or phone** to determine your office compliance with appointment standards as noted in our Provider Manual Medi-Cal Access Standards Policy (9A).

As a reminder, IEHP’s Appointment Standards are as follows:

Type of Visit/Service	Timeframe/Standard
Physical Examination	Within thirty-six (36) business days of request
Initial Health Assessment	Within one hundred twenty (120) calendar days of enrollment
Initial Health Assessment (under 18 months of age only)	Within sixty (60) calendar days of enrollment
Well-Woman Examination	Within thirty-six (36) business days of request

In addition to the standards above, IEHP will also survey PCPs’ telephone handling protocols for life threatening emergency calls made to your office during normal business hours.

As a reminder, IEHP’s telephone handling standards should include guidance for the caller to **“Hang up and dial 911 or go to the nearest emergency room”**.

We appreciate your response to the survey.

UPDATED INFORMATION:

Note: Survey scores for this particular survey **will not be included** in scoring 2020 Global Quality P4P results.

As a reminder, all communications sent by IEHP can also be found on our Provider portal at:

www.iehp.org > For Providers > Plan Updates > Correspondence.

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