



**To:** IPAs, PCPs, Specialists, Behavioral Health, and Ancillary Providers  
**From:** IEHP – Provider Relations  
**Date:** July 31, 2020  
**Subject:** 2020 Appointment Availability Survey – Fax Survey

Beginning on **Monday, August 3, 2020**, Inland Empire Health Plan (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. This year, IEHP has partnered with a survey vendor (QMetrics) to 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:**

<b>Primary Care Physicians</b>	
<b>Type of Visit/Service</b>	<b>Timeframe/Standard</b>
Urgent Visit	Within forty-eight (48) hours of request
Routine non-urgent visit	Within ten (10) business days of request
<b>Specialists and Ancillaries</b>	
<b>Type of Visit/Service</b>	<b>Timeframe/Standard</b>
Urgent Visit	Within forty-eight (48) hours of request
Urgent Visit requiring authorization	Within ninety-six (96) hours of request
Routine non-urgent visit with Specialist Physicians	Within fifteen (15) business days of request
Non-urgent Ancillary services (for diagnosis and treatment of injury or other health condition)	Within fifteen (15) business days of request
<b>Non-Physician Mental Health Provider</b>	
<b>Type of Visit/Service</b>	<b>Timeframe/Standard</b>
Urgent Visit	Within forty-eight (48) hours of request
Routine non-urgent visit with non-Physician Mental Health Provider	Within ten (10) business days of request

Please note that this survey is also used as part of the **Global Quality P4P Program** for Primary Care Providers (PCPs). Due to the current COVID-19 conditions, IEHP will be re-evaluating the performance targets for the 2020 Global Quality P4P Program Access measures.

As a reminder, all communications sent by IEHP can also be found on our Provider portal at: [www.iehp.org](http://www.iehp.org) > For Providers > Plan Updates > Correspondence.

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.