



**To:** Behavioral Health Providers  
**From:** IEHP – Provider Relations  
**Date:** September 04, 2020  
**Subject:** **REMINDER: 2020 Behavioral Health Appointment Standards**

Inland Empire Health Plan (IEHP) is committed to prompt access to Behavioral Health (BH) services. We measure your performance annually through a fax survey to determine compliance with appointment standards. The fax survey measures your compliance with the following IEHP Behavioral Health access to appointment standards.

<b>Behavioral Health<sup>1</sup></b>	
<b>Type of Visit</b>	<b>Timeframe</b>
<b>Life-threatening emergency</b>	Immediate disposition of Member to appropriate care setting
<b>Non-life-threatening emergency</b>	Six (6) hours, or go to the ER
<b>Urgent visit for behavioral health needs that do not require an authorization</b>	Within forty-eight (48) hours of request
<b>Urgent visit for behavioral health need that do require authorization</b>	Within forty-eight (48) hours of request
<b>Initial routine (non-urgent) with a Behavioral Health Care Provider</b>	Within ten (10) business days of request
<b>Follow-up routine (non-urgent) visit</b>	Within ten (10) business days of request
<b>After Hour Access for Behavioral Health Care</b>	
All Behavioral Health Providers are required to have an automated answering system twenty-four (24) hours a day, seven (7) days a week, to direct Members to call 911 or go the nearest emergency room for any life threatening medical or psychiatric emergencies.	

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.

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

<sup>1</sup> National Committee for Quality Assurance (NCQA), 2020 Health Plan Standards and Guidelines, NET 2, Element B, Factors 1-4.