



To: IPAs and PCPs
From: IEHP – Provider Relations
Date: February 17, 2021
Subject: Access Standards – Appointment Availability

Inland Empire Health Plan (IEHP) is committed to prompt access to care for our Members. The Annual Provider Appointment Availability Access Study demonstrated many opportunities for improvement in Provider access. The table below outlines the access standards for availability of services to Members:

Appointment Standards for PCPs & OB Primary Care		
	Medi-Cal	IEHP DualChoice
Type of Appointment	Timeframe	
Emergency	Immediate disposition of patient to appropriate care setting. • Hang up and call 911 • Go to the emergency room	Immediate disposition of patient to appropriate care setting. • Hang up and call 911 • Go to the emergency room
Urgent visit for services that <u>do not</u> require prior authorization	Within 48 hours of request	Within 48 hours of request
Urgent visit for services that <u>do</u> require prior authorization	Within 96 hours of request	Within 96 hours of request
Non-Urgent (routine) Visit	Within 10 business days of request	Within 10 business days of request
Physical examination	Within 36 business days of request	Within 36 business days of request
Initial health assessment	Within 120 calendar days of enrollment	Within 120 calendar days of enrollment
Initial health assessment (under 18 months of age only)	Within 60 calendar days of enrollment	N/A
Initial Preventive Physical Exam	N/A	30 days (complete the exam within 120 days of the Member's enrollment and annual thereafter)
Well-women examination	Within 36 business days of request	Within 36 business days of request
Follow-up exam	As directed by Physician	As directed by Physician

Telephone Standards		
	Medi-Cal	IEHP DualChoice
Type of Call	Timeframe and Acceptable Alternative(s)	
Health Plan telephone waiting time during normal business hours. Calls received after normal business hours (Monday-Friday, 8am-5pm) are returned within one (1) business day. Calls received after midnight are responded to the same business day.	Not to exceed 10 minutes	Limit a verage 2 minutes
Returning Member Messages	<ul style="list-style-type: none"> • Urgent non-emergency calls: within 24 hours • Non-urgent calls: At Minimum of 3 attempts to return Member’s call within 3 business day 	<ul style="list-style-type: none"> • Urgent non-emergency calls: within 24 hours • Non-urgent calls: At Minimum of 3 attempts to return Member’s call within 3 business day

PCPs and IPAs provide 24-Hour phone access, 7 days a week. All PCP offices must have an answering machine and/or answering services during and after business hours. Members who reach voicemail must receive detailed instructions on how to proceed, including but not limited to how to obtain urgent or emergency care.

An IEHP Members 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.)

All PCP offices must have an active and working fax machine 24 hours per day, seven days per week.

PCP After-Hours Access		
	Medi-Cal	IEHP DualChoice
Type of Call	Timeframe and 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"> • Hang up and call 911 • Go to the Emergency Room 	Immediate disposition of patient to appropriate care setting. Recording or verbally instruct patient to: <ul style="list-style-type: none"> • Hang up and call 911 • Go to the Emergency Room
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"> • Take a message and call back next business day • Direct to IEHP 24-Hour Nurse Advice Line 	Instruct patient to hold for a non-call physician or give phone number of on-call physician <ul style="list-style-type: none"> • Take a message and call back next business day • Direct to IEHP 24-Hour Nurse Advice Line

Non-urgent	Tell patient how to contact or speak with on-call physician or covering nurse <ul style="list-style-type: none"> • Take a message and call back next business day • Direct to IEHP 24-Hour Nurse Advice Line 	Tell patient how to contact or speak with on-call physician or covering nurse <ul style="list-style-type: none"> • Take a message and call back next business day • Direct to IEHP 24-Hour Nurse Advice Line
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Primary and Specialty Care Office Wait Time Standards		
	Medi-Cal	IEHP DualChoice
Type of Call	Timeframe and Acceptable Alternative(s)	
Practitioner office (Scheduled Appointment)	Must be no longer than 60 minutes	Must be no longer than 60 minutes
Practitioner office (walk-In)	Must be no longer than 4 hours	Must be no longer than 4 hours
Urgent Care Center (For Members. who are unable to make an appointment with their PCP or Specialist for their urgent non-emergent conditions)	Urgent Care Centers accept unscheduled walk-in patients; therefore, waiting time in Urgent Care Centers can vary depending on the number of Members waiting to be seen	Urgent Care Centers accept unscheduled walk-in patients; therefore, waiting time in Urgent Care Centers can vary depending on the number of Members waiting to be seen

We recommend that your office incorporate this information into your scheduling workflow as a reminder of the access standards by appointment type.

Additional information regarding IEHP Access Standards can be found in the IEHP Provider Manual Policies MC and MA09A, “Access Standards.”

As a reminder, all communications sent by IEHP can also be found on our Provider portal at: www.iehp.org > For Providers > Plan Updates > Correspondences.

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