



To: Behavioral Health Providers
From: IEHP – Provider Relations
Date: March 1, 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 Behavioral Health Providers | | |
|---|---|---|
| | Medi-Cal | IEHP DualChoice |
| Type of Appointment | Timeframe | |
| Life-threatening emergency | Immediate disposition of Member to appropriate care setting | Immediate disposition of Member to appropriate care setting |
| Non-life-threatening emergency | 6 hours, or go to the ER | N/A |
| Urgent visit for behavioral health needs that <u>do not</u> require an authorization | Within 48 hours of request | Within 48 hours of request |
| Urgent visit for behavioral health need that do require authorization | Within 48 hours of request | Within 48 hours of request |
| Initial routine (non-urgent) with a Behavioral Health Care Provider | Within 10 business days of request | Within 10 business days of request |
| Follow-Up routine (non-urgent) visit | Within 10 business days of request | Within 10 business days of request |
| Non-urgent visit with a non-Physician Behavioral Health Provider | Within 10 business days of request | Within 10 business days of request |

| 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 average 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 |

Providers and IPAs provide 24-Hour phone access, 7 days a week. All Provider 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 Member 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.

| 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 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 > Correspondence.

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