



A Public Entity

Inland Empire Health Plan



To: All PCPs and IPAs
From: IEHP – Provider Relations
Date: July 09, 2020
Subject: **2021 Appointment Availability Survey – Fax Survey**

Beginning on **Monday, July 12, 2021**, 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.

IEHP has once again partnered with a survey vendor (**QMetrics**) to conduct a **fax survey** to determine compliance with appointment standards. **If no response is received, Providers will be contacted by phone to complete.**

The appointment standards are as follows:

Primary Care Physicians	
Type of Visit/Service	Timeframe/Standard
Urgent Visit	Within forty-eight (48) hours of request
Routine non-urgent visit	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).

IEHP appreciates your response to the survey.

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

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054 or (866) 223-4347.