



To: PCPs and OB Primary Care
From: IEHP– Provider Relations
Date: January 20, 2022
Subject: Access Standards – Appointment Availability

Inland Empire Health Plan (IEHP) appreciates your partnership to provide prompt access to care for our Members and community. Your office may receive a call in the coming weeks to confirm appointment availability. The table below is a reminder of 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. <ul style="list-style-type: none"> • Hang up and call 911 • Go to the emergency room 	Immediate disposition of patient to appropriate care setting. <ul style="list-style-type: none"> • 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

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 patient 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

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

Primary and Specialty Care Office Wait Time Standards^{1,2}

	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

¹ CCI Three-Way Contract September 2019, Section 2.11

² DHCS-IEHP Two-Plan Contract, 1/10/20 (Final Rule A27), Exhibit A, Attachment 9, Provision 3, Access Requirements

Provider Telephone Standards

	Medi-Cal	IEHP DualChoice
Type of Call	Timeframe and Acceptable Alternative(s)	
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

Additional information regarding IEHP Access Standards can be found in the IEHP Provider Manual Policies MC and MAI think it should _ 9A, “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 or (866) 223-4347