To: All PCPs and IPAs
From: IEHP – Provider Relations
Date: July 15, 2022
Subject: 2022 Appointment Availability Survey – Fax Survey

Beginning on **Monday, July 18, 2022**, 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:**

<table>
<thead>
<tr>
<th>Type of Visit/Service</th>
<th>Timeframe/Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Urgent Visit</td>
<td>Within forty-eight (48) hours of request</td>
</tr>
<tr>
<td>Routine non-urgent visit</td>
<td>Within ten (10) business days of request</td>
</tr>
</tbody>
</table>

**Please note that this survey is also used as part of the Global Quality P4P Program for Primary Care Providers (PCPs).**

Your survey response is appreciated.

As a reminder, all communications sent by IEHP can also be found on our Provider portal at: [www.iehp.org](http://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 or email ProviderServices@iehp.org.