



A Public Entity

Inland Empire Health Plan



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:

Primary Care Physicians (PCPs)	
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).

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 > 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.