



A Public Entity

Inland Empire Health Plan



To: Urgent Care Facilities
From: IEHP – Provider Relations
Date: July 31, 2019
Subject: **Update to Urgent Care Minimum Requirements**

Effective August 1, 2019, IEHP will require the Urgent Care Physician to be onsite at least 50% of the time during hours of operation. This percentage onsite requirement was reduced from 75% to 50%. If the Urgent Care also functions as a Primary Care Physician (PCP) site, hours **may not** be combined to meet the sixteen (16) hour requirement of PCP sites and the 50% requirement of Urgent Care sites.

IEHP has updated policies “**MC_06I - Facility Site Review – Urgent Care Center Evaluation**” and “**Attachment 06 - IEHP Urgent Care Center Evaluation Tool**,” these can be found on the Provider portal at: www.iehp.org > For Providers > Provider Resources > Manuals.

As a reminder, all communications sent by IEHP can also be found on our Provider portal by following: 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.