To: Behavioral Health Providers  
From: IEHP – Provider Relations  
Date: July 31, 2020  
Subject: 2020 Appointment Availability Survey – Fax Survey

Beginning on **Monday, August 3, 2020**, 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.

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

The appointment standards are as follows:

<table>
<thead>
<tr>
<th>Type of Visit/Service</th>
<th>Psychiatry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Urgent Visit</td>
<td>Within forty-eight (48) hours of request</td>
</tr>
<tr>
<td>Urgent Visit requiring authorization</td>
<td>Within ninety-six (96) hours of request</td>
</tr>
<tr>
<td>Routine non-urgent visit with Specialist Physicians</td>
<td>Within fifteen (15) business days of request</td>
</tr>
<tr>
<td>Non-urgent Ancillary services (for diagnosis and treatment of injury or other health condition)</td>
<td>Within fifteen (15) business days of request</td>
</tr>
</tbody>
</table>

| Non-Physician Mental Health Provider          |
|-----------------------------------------------|------------------------------------------------|
| Type of Visit/Service                        | Timeframe/Standard                              |
| Urgent Visit                                  | Within forty-eight (48) hours of request        |
| Routine non-urgent visit with non-Physician Mental Health Provider | Within ten (10) business days of request |

As a reminder, all communications sent by IEHP can also be found on our Provider portal at: [www.iehp.org](http://www.iehp.org) > For Providers > Plan Updates > Correspondence.

We appreciate your response to the survey. If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054.