

IEHP Access Standards

On an annual basis, IEHP conducts the Appointment Availability Access Study. Please note that IEHP or a third-party survey vendor may call your office to survey you on your appointment availability and the results will help us improve on our quality improvement measures.

If an IEHP Member calls for an appointment, please reference the following:

Appointment Standards for PCP & 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 do <u>not</u> require prior authorization	Within 48 hours of request ¹	Within 48 hours of request ²
Urgent visit for services that do require prior authorization	Within 96 hours of request ³	Within 96 hours of request ⁴
Non-Urgent (routine) Visit	Within 10 business days of request ^{5,6}	Within 10 business days of request ⁷
Physical examination	Within 36 business days of request ⁸	Within 36 business days of request ⁹
Initial health assessment	Within 120 calendar days of enrollment ^{10,11}	Within 120 calendar days of enrollment ^{12,13,14}

¹ KKA, § 1300.67.2.2

² CCI Three-Way Contract September 2019, Section 2.10

³ KKA, § 1300.67.2.2

⁴ CCI Three-Way Contract September 2019, Section 2.10

⁵ KKA, § 1300.67.2.2

⁶ DHCS APL 20-003

⁷ CCI Three-Way Contract September 2019, Section 2.10

⁸ KKA, § 1300.67.2.2

⁹ CCI Three-Way Contract September 2019, Section 2.11

¹⁰ DHCS-IEHP Two-Plan Contract, 1/10/20 (Final Rule A27), Exhibit A, Attachment 10, Provision 5, Services for Member under Twenty-One (21) Years of Age

¹¹ DHCS-IEHP Two-Plan Contract, 1/10/20 (Final Rule A27), Exhibit A, Attachment 10, Provision 6, Services for Adults

¹² Ibid.

¹³ CCI Three-Way Contract September 2019, Section 2.11

¹⁴ DHCS-IEHP Two-Plan Contract, 1/10/20 (Final Rule A27), Exhibit A, Attachment 10, Provision 5, Services for

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 ¹⁵	Within 36 business days of request ¹⁶
Follow-up exam	As directed by Physician	As directed by Physician

Appointment Standards for Specialist		
	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 ¹⁷	Within 48 hours of request ¹⁸
Urgent visit for services that do require prior authorization	Within 96 hours of request ¹⁹	Within 96 hours of request ²⁰
Urgent prenatal visit	Within 48 hours of request ²¹	Within 48 hours of request ²²
Non-urgent (routine) visit	Within 15 business days of request ^{23,24}	Within 15 business days of request ²⁵

Member under Twenty-One (21) Years of Age

¹⁵ KKA, § 1300.67.2.2

¹⁶ CCI Three-Way Contract September 2019, Section 2.11

¹⁷ KKA, § 1300.67.2.2

¹⁸ CCI Three-Way Contract September 2019, Section 2.10

¹⁹ KKA, § 1300.67.2.2

²⁰ CCI Three-Way Contract September 2019, Section 2.10

²¹ KKA, § 1300.67.2.2

²² CCI Three-Way Contract September 2019, Section 2.10

²³ KKA, § 1300.67.2.2

²⁴ DHCS APL 20-003

²⁵ CCI Three-Way Contract September 2019, Section 2.10

Non-urgent visit for ancillary services (for diagnosis or treatment of injury or other health condition)	Within 15 business days of request ²⁶	Within 15 business days of request ²⁷
Initial prenatal visit	Within 10 business days of request ²⁸	Within 2 weeks of request ²⁹
Non-Urgent (routine) prenatal care	Within 10 business days of request ³⁰	Within 2 weeks of request ³¹
Well-women examination	Within 36 business days ³²	Within 36 business days
Follow-Up exam	As directed by Physician	As directed by Physician

Appointment Standards for Behavioral Health Provider		
	Medi-Cal	IEHP DualChoice
Type of Appointment	Timeframe	
Life-threatening emergency	Immediate disposition of Member to appropriate care setting	Immediate disposition of Member to appropriate care setting
Non-life-threatening emergency	6 hours, or go to the ER ³³	N/A
Urgent visit for behavioral health needs that <u>do not</u> require an authorization	Within 48 hours of request ³⁴	Within 48 hours of request

²⁶ KKA, § 1300.67.2.2

²⁷ CCI Three-Way Contract September 2019, Section 2.10

²⁸ DHCS-IEHP Two-Plan Contract, 1/10/20 (Final Rule A27), Exhibit A, Attachment 9, Provision 3, Access Requirements

²⁹ CCI Three-Way Contract September 2019, Section 2.11

³⁰ KKA, § 1300.67.2.2

³¹ CCI Three-Way Contract September 2019, Section 2.11

³² KKA, § 1300.67.2.2

³³ NCQA, 2020 HP Standards and Guidelines, NET 2B, Element B, Factor 1

³⁴ NCQA, 2020 HP Standards and Guidelines, NET 2B, Element B, Factor 2

Urgent visit for behavioral health need that do require authorization	Within 48 hours of request ³⁵	Within 48 hours of request
Initial routine (non-urgent) with a Behavioral Health Care Provider	Within 10 business days of request ³⁶	Within 10 business days of request
Follow-Up routine (non-urgent) visit	Within 10 business days of request ³⁷	Within 10 business days of request
Non-urgent visit with a non-Physician Behavioral Health Provider	Within 10 business days of request	Within 10 business days of request

If you are unable to schedule an appointment within IEHP guidelines, please immediately contact IEHP Provider Relations Team at (909) 890-2054

Telephone Standards		
	Medi-Cal	IEHP DualChoice
Type of Call	Timeframe and Acceptable Alternative(s)	
Health Plan telephone waiting time	<p>During normal business hours, the waiting time shall not to exceed 10 minutes³⁸</p> <p>Calls received after normal business hours (Monday-Friday, 8am-5pm) are returned within one (1) business day. Calls received after midnight are responded to the same business day</p>	<p>During normal business hours, the waiting time must limit average 2 minutes³⁹</p> <p>Calls received after normal business hours (Monday-Friday, 8am-5pm) are returned within one (1) business day. Calls received after midnight are responded to the same business day</p>
Returning Member Messages	<p>Urgent non-emergency calls: within 24 hours⁴⁰</p> <p>Non-urgent calls: At Minimum of 3 attempts to return Member's call</p>	<p>Urgent non-emergency calls: within</p>

³⁵ Ibid.

³⁶ NCQA, 2020 HP Standards and Guidelines, NET 2B, Element B, Factor 3

³⁷ NCQA, 2020 HP Standards and Guidelines, NET 2B, Element B, Factor 4

³⁸ KKA, § 1300.67.2.2

³⁹ CCI Three-Way Contract September 2019, Section 2.12

⁴⁰ DHCS-IEHP Two-Plan Contract, 1/10/20 (Final Rule A27), Exhibit A, Attachment 9, Provision 3, Access

	within 3 business day ⁴¹	24 hours ⁴² Non-urgent calls: At Minimum of 3 attempts to return Member's call within 3 business day ⁴³
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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.^{44,45}

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.)^{46,47}

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

Requirements

⁴¹ Ibid.

⁴² CCI Three-Way Contract September 2019, Section 2.11

⁴³ Ibid.

⁴⁴ CCI Three-Way Contract September 2019, Section 2.11

⁴⁵ KKA, § 1300.67.2.2

⁴⁶ Ibid.

⁴⁷ KKA, § 1300.67.2.2

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

Primary and Specialty Care Office Wait Time Standards^{48,49}

	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

⁴⁸ CCI Three-Way Contract September 2019, Section 2.11

⁴⁹ DHCS-IEHP Two-Plan Contract, 1/10/20 (Final Rule A27), Exhibit A, Attachment 9, Provision 3, Access Requirements