



**To:** BH Providers  
**From:** IEHP – Provider Relations  
**Date:** March 16, 2022  
**Subject:** Access Standards – Appointment Availability

Inland Empire Health Plan (IEHP) appreciates your partnership to provide prompt access to care for our Members and community. Your office may receive a call in the coming weeks to confirm appointment availability. The table below is a reminder of the access standards for availability of services to Members:

<b>Appointment Standards for Behavioral Health Providers</b>		
	<b>Medi-Cal</b>	<b>IEHP DualChoice</b>
<b>Type of Appointment</b>	<b>Timeframe</b>	
<b>Life-threatening emergency</b>	Immediate disposition of Member to appropriate care setting	Immediate disposition of Member to appropriate care setting
<b>Non-life-threatening emergency</b>	6 hours, or go to the ER	6 hours, or go to the ER
<b>Urgent visit for behavioral health needs that <u>do not</u> require an authorization</b>	Within 48 hours of request	Within 48 hours of request
<b>Urgent visit for behavioral health need that do require authorization</b>	Within 48 hours of request	Within 48 hours of request
<b>Initial routine (non-urgent) with a Behavioral Health Care Provider</b>	Within 10 business days of request	Within 10 business days of request
<b>Follow-Up routine (non-urgent) visit</b>	Within 10 business days of request	Within 10 business days of request
<b>Non-urgent visit with a non-Physician Behavioral Health Provider</b>	Within 10 business days of request	Within 10 business days of request

<b>Provider Telephone Standards</b>		
	<b>Medi-Cal</b>	<b>IEHP DualChoice</b>
<b>Type of Call</b>	<b>Timeframe and Acceptable Alternative(s)</b>	
<b>Returning Member Messages</b>	<ul style="list-style-type: none"> <li>• Urgent non-emergency calls: within 24 hours</li> <li>• Non-urgent calls: At Minimum of 3 attempts to return Member’s call within 3 business day</li> </ul>	<ul style="list-style-type: none"> <li>• Urgent non-emergency calls: within 24 hours</li> <li>• Non-urgent calls: At Minimum of 3 attempts to return Member’s call within 3 business day</li> </ul>

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.

We recommend that your office incorporate this information into your scheduling workflow as a reminder of the access standards by type of appointment.

Additional information regarding IEHP Access Standards can be found in the IEHP Provider Manual Policies MC and MAI think it should \_ 9A, “Access Standards.”

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

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054 or (866) 223-4347.