



**To:** Specialists, Ancillary Providers and IPAs  
**From:** IEHP – Provider Relations  
**Date:** July 14, 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.

This year, IEHP once again has partnered with 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:**

<b>Specialists and Ancillary Providers</b>	
<b>Type of Visit/Service</b>	<b>Timeframe/Standard</b>
Urgent Visit	Within forty-eight (48) hours of request
Urgent Visit requiring authorization	Within ninety-six (96) hours of request
Routine non-urgent visit with Specialist Physicians	Within fifteen (15) business days of request
Non-urgent Ancillary services (for diagnosis and treatment of injury or other health condition)	Within fifteen (15) business days of request

**IEHP appreciates your response to the survey.**

As a reminder, all communications sent by IEHP can also be found on our Provider portal at: [www.iehp.org](http://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](mailto:ProviderServices@iehp.org).