



Inland Empire Health Plan



To: Behavioral Health Providers
From: IEHP – Provider Relations
Date: July 15, 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 and routine care appointments.

This year, IEHP has once again partnered with a 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:

| Psychiatry | |
|---|--|
| Type of Visit/Service | Timeframe/Standard |
| 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 |
| 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 |

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 > 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