



To: IEHP Medi-Cal PCPs, Specialists, BH, & Ancillary
From: IEHP – Provider Network
Date: August 22, 2022
Subject: **REMINDER - DHCS Quarterly Timely Access Survey**

Inland Empire Health Plan (IEHP) would like to remind our provider network about the timely access study conducted quarterly by the Department of Health Care Services (DHCS) and vendor Health Services Advisory Group (HSAG). **HSAG’s vendor, DataStat, surveys a sample of IEHP providers each quarter to ensure appointments offered meet wait time standards.**

Providers surveyed are selected by DHCS based on IEHP’s monthly 274 files that provide a complete record of all providers in IEHP’s network. IEHP is not notified which providers will be surveyed.

Please review, adhere, and respond to the timely access survey based on “Wait Time Standards” for both Non-Urgent and Urgent Appointments according to Appointment Type.

Appointment Type	Wait Time Standard	
	Non-Urgent Appointments	Urgent Appointments
Primary care appointment	10 business days	48 hours
Specialist appointment	15 business days	96 hours
Appointment with a mental health (MH) care provider (who is not a physician)	10 business days	96 hours
Appointment with ancillary providers	15 business days	—

As a reminder, all communications sent by IEHP can also be found on our website at: <http://www.iehp.org>> Providers > Plan Updates > Correspondences

If you have questions, please reach out to your Provider Service Representative or the IEHP Provider Relations Team at (909) 890-2054 or (866) 223-4347 or email ProviderServices@iehp.org