



We heal and inspire the human spirit.

To: All Behavioral Health Providers
From: IEHP – Provider Relations
Date: November 15, 2022
Subject: REMINDER: Emergency Instruction Standards

Thank you for providing prompt access to care for our Members and community. Your office may receive a call from a vendor employed by IEHP, QMetrics, in the coming weeks to confirm adherence to Emergency Instruction standards.

Please refer to the table below as a reminder:

Emergency Instruction Standards for Behavioral Health Providers		
	Medi-Cal	IEHP DualChoice
Type of Call	Timeframe	
Life-threatening emergency (live person or voicemail)	Immediate disposition of Member to appropriate care setting – Hang up and call 911 or go to the nearest ER	Immediate disposition of Member to appropriate care setting - Hang up and call 911 or go to the nearest ER
Urgent, Non-life-threatening (during office hours)	Provide appointment within 6 hours, or direct to call 911 or go to the ER	Provide appointment within 6 hours, or direct to call 911 or go to the ER

★ **All Behavioral Health Providers are required to have an automated answering system twenty-four (24) hours a day, seven (7) days a week, to direct Members to call 911 or go the nearest emergency room for any life threatening medical or psychiatric emergencies.**

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.

All IEHP Access Standards can be found in the IEHP Provider Manual Policies MC_9A and MA_9A, “Access Standards.”

As a reminder, all communications sent by IEHP can also be found on our Provider portal at: 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 or email ProviderServices@iehp.org.