



We heal and inspire the human spirit.

To: IEHP Medi-Cal PCPs, Specialists, BH, & Ancillary
From: IEHP – Provider Network
Date: May 23, 2023
Subject: **REMINDER - DHCS Quarterly Timely Access Survey**

We would like to remind our Providers 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 the “Access Standards” below for both Non-Urgent and Urgent Appointment types by specialty.

Appointment Type	Access Standards	
	Non-Urgent Appointments	Urgent Appointments
Primary Care Physicians	10 business days	48 hours
Specialists	15 business days	<ul style="list-style-type: none"> • <u>Not</u> Requiring a Prior Auth - 48 hours • Requiring a Prior Auth - 96 hours
Behavioral Health (BH) Providers (who is not a physician)	10 business days	48hours
Ancillary Providers	15 business days	—

As a reminder, all communications sent by IEHP can also be found at: www.iehp.org > Providers > Plan Updates > Correspondence

If you have any questions, please do not hesitate to contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org