



We heal and inspire the human spirit.

To: All IEHP BH Providers
From: IEHP – Provider Relations
Date: December 28, 2022
Subject: Access Standards – Appointment Availability

Inland Empire Health Plan (IEHP) appreciates your partnership to provide prompt access to care for our Members and community. Your office may receive a call in the coming weeks to confirm appointment availability. The table below is a reminder of the access standards for availability of services to Members:

| Appointment Standards for Behavioral Health Providers | | |
|--|---|---|
| | Medi-Cal | IEHP DualChoice |
| Type of Appointment | Timeframe | |
| Life-threatening emergency | Immediate disposition of Member to appropriate care setting | Immediate disposition of Member to appropriate care setting |
| Non-life-threatening emergency | 6 hours, or go to the ER | 6 hours, or go to the ER |
| Urgent visit for behavioral health needs that <u>do not</u> require an authorization | Within 48 hours of request | Within 48 hours of request |
| Urgent visit for behavioral health need that do require authorization | Within 48 hours of request | Within 48 hours of request |
| Initial routine (non-urgent) with a Behavioral Health Care Provider | Within 10 business days of request | Within 10 business days of request |
| Follow-Up routine (non-urgent) visit with a Behavioral Health Care Provider | Within 10 business days of request | Within 10 business days of request |
| Follow-up routine (non-urgent) visit with a non-Physician Behavioral Health Provider or Substance Use Disorder Provider | Within 10 business days of the prior appointment or at the clinical judgement of the treating Provider regarding the speed and frequency of medically necessary care. | Within 10 business days of the prior appointment or at the clinical judgement of the treating Provider regarding the speed and frequency of medically necessary care. |

★ 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 to go to the nearest emergency room for any life threatening medical or psychiatric emergencies.

| Provider Telephone Standards | | |
|----------------------------------|---|---|
| | Medi-Cal | IEHP DualChoice |
| Type of Call | Timeframe and Acceptable Alternative(s) | |
| Returning Member Messages | <ul style="list-style-type: none"> Urgent non-emergency calls: within 24 hours Non-urgent calls: At minimum of 3 attempts to return Member’s call within 3 business day | <ul style="list-style-type: none"> Urgent non-emergency calls: within 24 hours Non-urgent calls: At minimum of 3 attempts to return Member’s call within 3 business day |

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.

We recommend that your office incorporate this information into your scheduling workflow as a reminder of the access standards by type of appointment.

Additional information regarding IEHP Access Standards can be found in the IEHP Provider Manual Policies MC and MAI think it should _ 9A, “Access Standards.”

As a reminder, all communications sent by IEHP can also be found 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.