



We heal and inspire the human spirit.

To: All IEHP BH Providers
From: IEHP – Provider Relations
Date: September 13, 2023
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 Call Center at (909) 890-2054 or (866) 223-4347 or email ProviderServices@iehp.org