



*We heal and inspire the human spirit.*

**To:** All IEHP Specialists

**From:** IEHP – Provider Relations

**Date:** September 13, 2023

**Subject:** Access Standards – Appointment Availability – Specialists

We appreciate 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:

<b>Appointment Standards for Specialists</b>		
	<b>Medi-Cal</b>	<b>IEHP DualChoice</b>
<b>Type of Appointment</b>	<b>Timeframe</b>	
<b>Emergency</b>	Immediate disposition of patient to appropriate care setting. <ul style="list-style-type: none"> <li>• Hang up and call 911</li> <li>• Go to the emergency room</li> </ul>	Immediate disposition of patient to appropriate care setting. <ul style="list-style-type: none"> <li>• Hang up and call 911</li> <li>• Go to the emergency room</li> </ul>
<b>Urgent visit for services that <u>do not</u> require prior authorization</b>	Within 48 hours of request	Within 48 hours of request
<b>Urgent visit for services that <u>do</u> require prior authorization</b>	Within 96 hours of request	Within 96 hours of request
<b>Urgent prenatal visit</b>	Within 48 hours of request	Within 48 hours of request
<b>Non-urgent (routine) visit</b>	Within 15 business days of request	Within 15 business days of request
<b>Non-urgent visit for ancillary services (for diagnosis or treatment of injury or other health condition)</b>	Within 15 business days of request	Within 15 business days of request
<b>Initial prenatal visit</b>	Within 10 business days of request	Within 2 weeks of request
<b>Non-Urgent (routine) prenatal care</b>	Within 10 business days of request	Within 2 weeks of request
<b>Well-women examination</b>	Within 36 business days	Within 36 business days
<b>Follow-Up exam</b>	As directed by Physician	As directed by Physician

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

PCPs and IPAs provide 24-Hour phone access, 7 days a week. All PCP offices must have an answering machine and/or answering services during and after business hours. Members who reach voicemail must receive detailed instructions on how to proceed, including but not limited to how to obtain urgent or emergency care.

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. (PCPs must still provide 24/7 telephone access).

<b>Primary and Specialty Care Office Wait Time Standards<sup>1,2</sup></b>		
	<b>Medi-Cal</b>	<b>IEHP DualChoice</b>
Type of Call	Timeframe and Acceptable Alternative(s)	
<b>Practitioner office (Scheduled Appointment)</b>	Must be no longer than 60 minutes	Must be no longer than 60 minutes
<b>Practitioner office (walk-In)</b>	Must be no longer than 4 hours	Must be no longer than 4 hours
<b>Urgent Care Center (For Members. who are unable to make an appointment with their PCP or Specialist for their urgent non-emergent conditions)</b>	Urgent Care Centers accept unscheduled walk-in patients; therefore, waiting time in Urgent Care Centers can vary depending on the number of Members waiting to be seen	Urgent Care Centers accept unscheduled walk-in patients; therefore, waiting time in Urgent Care Centers can vary depending on the number of Members waiting to be seen

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](http://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](mailto:ProviderServices@iehp.org).

<sup>1</sup> CCI Three-Way Contract September 2019, Section 2.11

<sup>2</sup> DHCS-IEHP Two-Plan Contract, 1/10/20 (Final Rule A27), Exhibit A, Attachment 9, Provision 3, Access Requirements