



We heal and inspire the human spirit.

To: Specialists, Ancillary & IPAs
From: IEHP – Quality Systems
Date: October 3, 2023
Subject: **2023 Appointment Availability Survey – Wave 2**

Beginning **October 4th, 2023**, we will conduct the second wave* of the **Annual Provider Appointment Availability Survey (PAAS)**. The survey is designed to assist IEHP in assessing Member access to urgent and routine care appointments.

*If you are receiving this notice, either you or another Provider within your group, is scheduled to be surveyed during the second wave.

This year, IEHP has once again partnered with a survey vendor (**QMetrics**) to conduct a **fax, email, and online survey** to determine compliance with appointment standards.



The survey will arrive either by:

- **Email from QMetrics Surveys** invites@mail.surveymonkey.com
- **Fax from (877) 399-3439** (survey should be returned to this number as well)

If Providers do not respond to the fax or email, Providers will be contacted by phone to complete the survey.

As a reminder, here are the appointment access standards:

Specialists and Ancillary Providers*	
Type of Visit/Service	Timeframe/Standard
Urgent Visit requiring authorization	Within ninety-six (96) hours of request
Routine non-urgent visit with Specialist Physicians	Within fifteen (15) business days of request
Non-urgent Ancillary services (for diagnosis and treatment of injury or other health condition)	Within fifteen (15) business days of request
We recognize many offices are offering telehealth appointments. Appointments conducted in this manner are acceptable when responding to the availability of the next appointment.	

*New specialties for the 2023 survey include: **dermatology, neurology, oncology, ophthalmology, otolaryngology, pulmonology, and urology.**

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