



We heal and inspire the human spirit.

To: PCPs & 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 our **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, we have again partnered with a survey vendor (**QMetrics**) to conduct a **fax, email, and online survey** to determine compliance with appointment standards.

The survey will be delivered by:



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

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

As a reminder, the appointment standards are as follows:

Primary Care Physicians (PCPs)	
Type of Visit/Service*	Timeframe/Standard
Urgent Visit	Within forty-eight (48) hours of request
Routine non-urgent visit	Within ten (10) 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.	

Please note that response to this survey is part of the scoring for the 2023 Global Quality P4P Program for Primary Care Providers (PCPs). Please refer to pg. 95 of the Global Quality P4P guide for PCPs at iehp.org.

As a reminder, all communications sent by IEHP can also be found on our Provider portal at: www.iehp.org > Providers > Plan Updates > Correspondences

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