



We heal and inspire the human spirit.

To: All PCPs & BH Providers

From: IEHP – Quality Systems

Date: October 6, 2023

Subject: UPCOMING: After Hours Access Survey (GQ P4P Measure for Medi-Cal PCPs)

We will begin our annual **After Hours Access Survey** soon to ensure Providers are giving correct direction to Members seeking after-hours care.

QMetrics will administer the survey on behalf of IEHP through one (1) wave of outreach between after-business hours of 5:00 PM to 9:00 PM, and weekends. Each provider office will receive a phone call to assess compliance with the DMHC’s After-Hours triage or screening requirements.

After Hours Requirements:

The after-hours standards are to be met by a telephone answering machine, answering service, provider, and/or provider office staff.

The answering mechanism should inform the caller of:

- How the caller may obtain urgent or emergency care.
- Means by which their provider can be contacted,

or

in the case that patient’s provider is not available, on-call arrangements with other providers for the purpose of rendering medical advice

or

direction to contact the IEHP Nurse Advice Line at 1-888-244-IEHP (4347).

- Timeframe in which the provider will return the patient’s call.

	Medi-Cal	IEHP DualChoice
Type of Call	Timeframe and Acceptable Alternative(s)	
Life -Threatening Emergency	Immediate disposition of patient to appropriate care setting. Recording or verbally instruct patient to: <ul style="list-style-type: none"> • Hang up and call 911 • Go to the Emergency Room 	Immediate disposition of patient to appropriate care setting. Recording or verbally instruct patient to: <ul style="list-style-type: none"> • Hang up and call 911 • Go to the Emergency Room
Urgent non-life threatening	<ul style="list-style-type: none"> • Instruct patient to hold for an on-call physician or give phone number of on-call physician. • If the member is referred to the on-call physician, the member must be triaged by the on-call physician within 30 minutes. • Direct to IEHP 24-Hour Nurse Advice Line 	<ul style="list-style-type: none"> • Instruct patient to hold for an on-call physician or give phone number of on-call physician. • If the member is referred to the on-call physician, the member must be triaged by the on-call physician within 30 minutes. • Direct to IEHP 24-Hour Nurse Advice Line

	Medi-Cal	IEHP DualChoice
Type of Call	Timeframe and Acceptable Alternative(s)	
Non-urgent	Tell patient how to contact the on-call physician or covering nurse <ul style="list-style-type: none"> • Take a message and call back next business day • Direct to IEHP 24-Hour Nurse Advice Line • Schedule visit within ten (10) days of request 	Tell patient how to contact the on-call physician or covering nurse <ul style="list-style-type: none"> • Take a message and call back next business day • Direct to IEHP 24-Hour Nurse Advice Line

***Please note: For Medi-Cal PCPs, the after-hours access survey is a Global Quality (GQ) P4P measure: After Hours Availability On-Call Physician Access Methodology.**

As a reminder, all IEHP communications can 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