



*We heal and inspire the human spirit.*

**To:** All Specialists

**From:** IEHP – Quality Systems

**Date:** November 17, 2023

**Subject: UPCOMING: Emergency Instructions Survey - Specialists**

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We will begin our annual **Emergency Instructions Survey on November 20, 2023**, to ensure Providers are giving correct direction to Members.

QMetrics will administer the survey on behalf of IEHP through one (1) call between business hours of 8:00 AM to 5:00 PM. Each provider office will receive a phone call to assess compliance with DMHC and NCQA emergency instructions.

**Emergency Instruction Question:**

**1. What would you tell a Member who states he/she is dealing with a life-threatening emergency situation?**

- “Emergency situation” includes but are not limited to persistent chest pain, severe bleeding, trouble breathing/not breathing, acting on homicidal or suicidal thoughts, highly erratic behavior, etc.

**Compliant Responses:**

- Advise Member to hang up and call 911  
or
- Go to the nearest emergency room

**Please ensure that both staff and any automated recording provide the compliant responses.**

As a reminder, all IEHP communications can be found at:

[www.providerservices.iehp.org](http://www.providerservices.iehp.org) > Provider Central > News and Updates > Notices

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email [ProviderServices@iehp.org](mailto:ProviderServices@iehp.org)