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**To:** IEHP DualChoice (HMO D-SNP) PCPs, OB/GYNs & BH Providers  
**From:** IEHP – Provider Relations  
**Date:** October 24, 2024  
**Subject:** **New Access Standard for IEHP DualChoice (HMO D-SNP) Members**

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Please note the **Medicare Access Standards Policy 09A** has been updated to include a new CMS standard:

- **Type of Appointment:** Not emergency or urgently needed, but the enrollee requires medical attention.
- **Timeframe:** Within 7 business days of request<sup>1</sup>

<b>Primary Care Provider (PCP) and Obstetrics/Gynecology (OB/GYN) Primary Care</b>	
<b>Type of Appointment</b>	<b>Timeframe</b>
<b>Emergency or urgently needed services for immediate medical care<sup>15</sup></b>	Immediate disposition of Member to appropriate care setting
<b>Urgent visit for services that do not require prior authorization or require immediate medical care</b>	Within 48 hours of request
<b>Urgent visit for services that do require prior authorization</b>	Within 96 hours of request
<b>Not emergency or urgently needed, but the enrollee requires medical attention</b>	Within 7 business days of request 
<b>Non-urgent (routine) visit</b>	Within 10 business days of request
<b>Initial health appointment</b>	Within 120 calendar days of enrollment
<b>Initial Preventive Physical Exam</b>	30 days (complete the exam within 120 days of the Member's enrollment and annually thereafter)
<b>Follow up exam</b>	As directed by Physician

**As a reminder,** please post these standards where your front office staff can reference them when returning Member phone calls and scheduling appointments.

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)

All IEHP communications can be found at: [www.providerservices.iehp.org](http://www.providerservices.iehp.org) > News and Updates > Notices

<sup>1</sup> 42 CFR § 422.112 (a)(6)(i)(B)