## We heal and inspire the human spirit.

**To:**       All Medi-Cal IPAs

**From:**     IEHP – Delegation Oversight

**Date:**     March 11, 2025

**Subject:**  **Updated MC_09A - Access Standards**

We recently revised our policy **MC_09A - Access Standards.**

Each year, IEHP evaluates the network's compliance with Appointment Availability standards for Primary Care Providers (PCPs), high volume Specialists, Behavioral Health, and Ancillary Providers. This assessment utilizes the Department of Managed Health Care (DMHC) and Provider Appointment Availability Survey (PAAS) Methodology.

**In the past, Corrective Action Plans (CAPs) were not issued to delegates for identified deficiencies. However, effective January 2025, CAPs will now be issued for any deficiencies found in the delegates' network.**

For more details, please refer to the update under the **Monitoring and Corrective Action Plan Process** section of policy **MC_09A – Access Standards**

**Prior:**

> E.  IEHP shares with its Delegates the annual plan-wide Appointment Availability and Access Study results.  While IEHP does not require Delegates to submit CAPs for identified deficiencies in their network, IEHP does require Delegates to submit their Annual Appointment Availability and After-Hours Access Study program, results, corrective actions taken, follow up call campaigns and proof of Provider training given to remediate any identified deficiencies.

**New:**

> E.  IEHP shares with its Delegates the annual plan-wide Appointment Availability and Access Study results.  IEHP will issue a CAP to delegates for identified deficiencies in their network. IEHP requires Delegates to submit their Annual Appointment Availability and After-Hours Access Study program, results, corrective actions taken, follow up call campaigns and proof of Provider training given to remediate any identified deficiencies.

If you have any questions, please feel free to contact Juan Ortega, IEHP Delegation Oversight Director at Ortega-J2@iehp.org

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