



We heal and inspire the human spirit.

To: IEHP Medi-Cal PCPs, Specialists, BH & Ancillary

From: IEHP Provider Network

Date: May 30, 2025

Subject: REMINDER - DHCS Quarterly Timely Access Survey

We would like to remind our Providers about the timely access study conducted quarterly by the Department of Health Care Services (DHCS) and vendor Health Services Advisory Group (HSAG).

HSAG’s vendor, DataStat, surveys a sample of IEHP providers each quarter to ensure appointments offered meet wait time standards.

Providers surveyed are selected by DHCS based on IEHP’s monthly 274 files that provide a complete record of all Providers in IEHP’s network. IEHP is **not** notified which Providers will be surveyed.

Please review, adhere, and respond to the timely access survey based on the “Access Standards” below for both Non-Urgent and Urgent Appointment types by specialty.

| Appointment Type | Access Standards | |
|---|-------------------------|---|
| | Non-Urgent Appointments | Urgent Appointments |
| Primary Care Physicians | 10 business days | 48 hours |
| Specialists | 15 business days | <ul style="list-style-type: none"> • <u>Not</u> Requiring a Prior Auth - within 48 hours • Requiring a Prior Auth – Within 96 hours |
| Behavioral Health (BH) Providers (who is not a physician) | 10 business days | Within 48 hours |
| Ancillary Providers | 15 business days | — |

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

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