



*We heal and inspire the human spirit.*

**To:** PCPs & Specialists

**From:** IEHP – Quality Systems

**Date:** July 31, 2025

**Subject: UPCOMING: Emergency Instructions Survey – PCPs & Specialists**

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We will begin our annual **Emergency Instructions Survey on August 4, 2025**, to ensure Providers are giving correct directions to Members when an emergency occurs.

QMetrics will administer the survey to every Specialist office on behalf of IEHP through one (1) call between 8:00 AM and 5:00 PM 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 is 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/voicemail provides the compliant responses.**

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)

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