



We heal and inspire the human spirit.

To: PCPs & BH Providers
From: IEHP – Quality Systems
Date: July 31, 2025
Subject: **UPCOMING: After-Hours Access Survey**

Our annual **After-Hours Access Survey** will begin on **August 4, 2025, after business hours, from 5:00 PM to 9:00 PM, and on weekends.**

QMetrics will administer the survey on behalf of IEHP through one (1) wave of outreach.

Each provider office will receive a phone call to assess compliance with the DMHC's after-hours triage or screening requirements.

Double-Check the After-Hours Requirements:

The after-hours standards are met by a telephone answering machine, answering service, Provider, and/or Provider office staff.

The answering mechanism should inform the caller:

- How they can obtain urgent or emergency care.
- Means by which their provider can be contacted,

or

In the case that a member's provider is not available, on-call arrangements with other providers for the purpose of rendering medical advice

or

Direction to contact the IEHP Nurse Advice Line at 1-888-244-IEHP (4347).

- Timeframe in which the Provider will return the member's call.

Type of Call	Timeframe and Acceptable Alternative(s)
Life-Threatening Emergency	Immediate disposition of the member to the appropriate care setting. Recording or verbally instructing the member to: <ul style="list-style-type: none">• Hang up and call 911• Go to the Emergency Room
Urgent non-life threatening	<ul style="list-style-type: none">• Instruct the member to hold for an on-call physician or give the phone number of the on-call physician.• If the member is referred to the on-call physician, the member must be triaged by the on-call physician within 30 minutes.• Direct to IEHP 24-Hour Nurse Advice Line

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

All communication sent by IEHP can be found at: www.providerservices.iehp.org > News and Updates > Notices