



*We heal and inspire the human spirit.*

**To:** BH Providers  
**From:** IEHP – Quality Systems  
**Date:** July 31, 2025  
**Subject:** **UPCOMING: Emergency Instructions Survey – BH Providers**

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IEHP's annual **Emergency Instructions Survey begins on August 4, 2025**, to ensure Providers are giving members the correct direction.

QMetrics will administer the survey to every provider office on behalf of IEHP through one (1) call between 8:00 AM to 5:00 PM to assess compliance with DMHC and NCQA emergency instructions.

- Note: "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.

<b><u>Emergency Instruction Question:</u></b>	<b><u>Compliant Response(s):</u></b>
<b>1. What would you tell a member who states he/she is dealing with a life-threatening emergency situation?</b>	<ul style="list-style-type: none"><li>Advise Member to hang up and call 911 or</li><li>Go to the nearest emergency room</li></ul>
<b>2. If a patient calls with a non-life-threatening emergency, when is the next available appointment?</b>	<ul style="list-style-type: none"><li>Within Six (6) hours. Provide appropriate appointment date/time Date: ____/____/____ Time: ____:____ AM/PM</li></ul>
<b>3. If unable to provide appointment within 6 hours, what additional emergency instructions do you provide to the caller in the meantime?</b>	<ul style="list-style-type: none"><li>Go to the nearest emergency room</li></ul>

**Please ensure that both staff and any automated recording/voicemail provide 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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