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To: All PCPs & IPAs
From: IEHP – Quality Systems
Date: October 16, 2025
Subject: **2025 Appointment Availability Survey (2nd Wave)**

Beginning **October 23, 2025**, we will conduct the second wave of the **Annual Provider Appointment Availability Survey (PAAS)**. The survey is designed to assist IEHP in assessing Member access to urgent and routine care appointments.

This year, we have again partnered with a survey vendor (**QMetrics**) to conduct a **fax and email survey** to determine compliance with appointment standards.



The survey will arrive by:

- **Email:** QMetrics Surveys surveys@qmetrics.us
or
- **Fax:** (619) 393-1142
 - **And it should be returned to Fax:** (877) 399-3439

If Providers do not respond to the email or fax, Providers will be contacted by phone to complete the survey.

As a reminder, the appointment standards are as follows:

Primary Care Physicians (PCPs)	
Type of Visit/Service *	Timeframe/Standard
Urgent Visit	Within forty-eight (48) hours of request (Weekends and holidays included)
Routine non-urgent visit	Within ten (10) business days of request
*We recognize many offices are offering telehealth appointments. <u>Appointments conducted via telehealth are acceptable when responding to the availability of the next appointment.</u> The survey is intended to capture the first available appointment date and time, regardless of modality.	

Your survey response is appreciated.

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

As a reminder, all IEHP communications can be found at www.providerservices.iehp.org > News & Updates > Notices