



We heal and inspire the human spirit.

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

From: IEHP Provider Network

Date: May 7, 2026

Subject: **REMINDER - DHCS Quarterly Timely Access Survey**

We would like to remind our Providers about the quarterly Timely Access Study conducted by the Department of Health Care Services (DHCS).

DHCS will survey a sample of IEHP providers each quarter to ensure that the appointments offered meet wait-time standards.

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

Please review, adhere to, 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
Non-Physician Mental Health Care	10 business days	Within 48 hours
Non-urgent appointment for the diagnosis or treatment of injury, illness, or other health condition (Ancillary Providers : PT, MRI, Mammogram)	15 business days	N/A

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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