



We heal and inspire the human spirit.

To: All BH Providers

From: IEHP – Quality Systems

Date: August 13, 2026

Subject: UPCOMING: Emergency Instructions Survey – BH Providers

IEHP's annual **Emergency Instructions Survey will be Monday – Friday, August 17 – August 21, 2026**, 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.

<u>Emergency Instruction Question:</u>	<u>Compliant Response(s):</u>
1. What would you tell a member who states they are dealing with a life-threatening emergency situation?	- Advise Member to hang up and call 911 or - Go to the nearest emergency room
2. If a patient calls with a non-life-threatening emergency, when is the next available appointment?	Within six (6) business hours. Provide appropriate appointment date/time Date: ____/____/____ Time: ____:____ AM/PM
3. If unable to provide appointment within 6 hours, what additional emergency instructions do you provide to the caller in the meantime?	Go to the nearest emergency room

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

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