



We heal and inspire the human spirit.

To: All PCPs & Specialists

From: IEHP – Quality Systems

Date: August 13, 2026

Subject: UPCOMING: Emergency Instructions Survey – PCPs & Specialists

Our annual **Emergency Instructions Survey** will be **Monday – Friday, August 17 – August 21, 2026**, to ensure Providers are giving correct directions to Members when an emergency occurs.

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

Emergency Instruction Question:

1. What would you tell a member who states they are dealing with a life-threatening emergency situation?

- “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.

Compliant Responses:

- Advise Member to hang up and call 911
or
- Go to the nearest emergency room

Please ensure that both staff and any automated recording/voicemail provides 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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