



We heal and inspire the human spirit.

To: Specialists, Ancillary & IPAs
From: IEHP – Quality Systems
Date: August 20, 2026
Subject: **2026 Appointment Availability Survey**

Beginning **August 25, 2026**, we will conduct the **Annual Provider Appointment Availability Survey (PAAS)**. The survey is designed to assist IEHP in assessing Member access to urgent and routine care appointments.

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



Q M E T R I C S

The survey will arrive by:

- **Email:** QMetrics Surveys paassurvey@qmetrics.us
or
- **Fax:** (619) 393-1142

Survey should be returned to **(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:

Specialist and Ancillary Providers*	
Type of Visit/Service	Timeframe/Standard
Urgent Visit requiring authorization	Within ninety-six (96) hours of the request
Routine non-urgent visit with Specialist Physicians	Within fifteen (15) business days of the request
Non-urgent Ancillary services (for diagnosis and treatment of injury or other health condition)	Within fifteen (15) business days of the 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> If Members are seen on a walk-in or same-day basis, provide the date and approximate time the member will be seen. The survey is intended to capture the first available appointment date and time, regardless of modality.	

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