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To: All PCPs & OB/GYNs
From: IEHP – Quality Systems
Date: September 17, 2026
Subject: **2026 Appointment Availability Survey - Expanded Appointment Set**

Beginning the week of September 21, 2026, we will be conducting the **Appointment Availability Survey (AAS) Expanded Appointment Set (EAS)** survey. The survey is designed to assist IEHP in assessing Member access to routine care for both in-person and telehealth appointments for Prenatal visits and Initial Health Assessments.

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:** (877) 230-7641 (survey should be returned to this number as well)

Please note: Providers will have four (4) business days to complete the survey. If it is not completed by the fifth (5th) day, a reminder will be sent. The survey will close fifteen business days after the initial outreach attempt. Your survey response is appreciated.

As a reminder, the appointment standards are as follows:

Primary Care Physicians (PCPs) and OB/GYNs		
Type of Visit/Service & Method *	Timeframe/Standard	Provider Type
Initial Health Assessment (under 18 months): In-Person and Telehealth	Within 60 calendar days of enrollment (survey date)	PCP
Initial Health Assessment (over 18 months): In-Person and Telehealth	Within 120 calendar days of enrollment (survey date)	PCP
<i>Medi-Cal and Covered California:</i> Prenatal Care Appointments: In-Person and Telehealth	Within 10 business days of the request (survey date)	PCP & OB/GYN
<i>DualChoice:</i> Prenatal Care Appointments: In-Person and Telehealth	Within 2 weeks of the request (survey date)	PCP & OB/GYN
*The survey is intended to capture the first available appointment date and time. This survey should only take a few minutes to complete and will provide valuable information on appointment availability for both <u>in-person and telehealth appointments.</u>		

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