



*We heal and inspire the human spirit.*

**To:** PCPs and OB Primary Care

**From:** IEHP– Provider Relations

**Date:** January 23, 2024

**Subject:** Access Standards – Appointment Availability for PCPs & OB/GYN Care

Inland Empire Health Plan (IEHP) appreciates your partnership to provide prompt access to care for our Members and community. The tables below are a reminder of the access standards for availability of services to Members.

An IEHP Member can speak to a licensed triage person via the IEHP 24-Hour Nurse Advice Line at (888) 244-IEHP (4347) or (866)-577-8355 for TTY users, 7 days a week, 24-hours a day.

★ All Providers must provide 24-hour phone access, 7 days a week. All offices must have an answering machine and/or answering services during and after business hours. Members who reach voicemail must receive detailed instructions on how to proceed, including but not limited to how to obtain urgent or emergency care.

<b>Appointment Standards for PCPs &amp; OB Primary Care</b>			
We recommend you share this information with your office appointment schedulers			
	<b>Medi-Cal</b>	<b>IEHP DualChoice</b>	<b>IEHP Covered (Covered CA)</b>
Type of Appointment	<b>Timeframe</b>		
<b>Emergency</b>	Immediate disposition of patient to appropriate care setting. <ul style="list-style-type: none"> <li>• Hang up and call 911</li> <li>• Go to the emergency room</li> </ul>		
<b>Urgent visit for services that <u>do not</u> require prior authorization</b>	Within 48 hours of request		
<b>Urgent visit for services that <u>do</u> require prior authorization</b>	Within 96 hours of request		
<b>Non-Urgent (routine) Visit</b>	Within 10 business days of request		
<b>Initial prenatal visit</b>	Within 10 business days of request	Within 2 weeks of request	Within 10 business days of request
<b>Urgent prenatal visit</b>	Within 48 hours of request		

<b>Appointment Standards for PCPs &amp; OB Primary Care</b>			
We recommend you share this information with your office appointment schedulers			
	<b>Medi-Cal</b>	<b>IEHP DualChoice</b>	<b>IEHP Covered (Covered CA)</b>
Type of Appointment	<b>Timeframe</b>		
<b>Initial health appointment</b>	Within 120 calendar days of enrollment		
<b>Initial health appointment (under 18 months of age only)</b>	Within 60 calendar days of enrollment	N/A	Within 60 calendar days of enrollment
<b>Follow-up exam</b>	At the clinical judgment of the treating Provider regarding the speed and frequency of medically necessary care		
<b>Telephone Wait Times: Triage, Screening &amp; Advice</b>	The waiting time to speak by telephone with a physician, registered nurse, or other qualified health professional acting within his or her scope of practice and who is trained to screen or triage a Member who may need care, must not exceed 30 minutes.		

<b><u>Primary and Specialty Care Office Wait Time Standards<sup>1</sup></u></b>			
These are the standards for how long a member is allowed to wait in the office before seeing a practitioner for services.			
	<b>Medi-Cal</b>	<b>IEHP DualChoice</b>	<b>IEHP Covered (Covered CA)</b>
Type of Call	<b>Timeframe and Acceptable Alternative(s)</b>		
<b>Practitioner office (Scheduled Appointment)</b>	Must be no longer than 60 minutes		
<b>Practitioner office (walk-In)</b>	Must be no longer than 4 hours		

<sup>1</sup> DHCS-IEHP Two-Plan Contract, 1/10/20 (Final Rule A27), Exhibit A, Attachment 9, Provision 3, Access Requirements



*We heal and inspire the human spirit.*

<b><u>Provider Telephone Standards</u></b>			
	<b>Medi-Cal</b>	<b>IEHP DualChoice</b>	<b>IEHP Covered (Covered CA)</b>
Type of Call	<b>Timeframe and Acceptable Alternative(s)</b>		
<b>Returning Member Messages</b>	<ul style="list-style-type: none"> <li>• Urgent non-emergency calls: within 24 hours</li> <li>• Non-urgent calls: Minimum of 3 attempts to return Member’s call within 3 business days</li> </ul>		

<b><u>IEHP Member Services Telephone Standards</u></b>			
	<b>Medi-Cal</b>	<b>IEHP DualChoice</b>	<b>IEHP Covered</b>
Type of Call	<b>Timeframe</b>		
<b>IEHP Member Services</b> Member services telephone wait times during normal business hours – Calls received after normal business hours (Monday – Friday, 8am – 5pm) are returned within one (1) business day. Calls received after midnight are responded to the same business day	<ul style="list-style-type: none"> <li>• Connected within 10 minutes</li> </ul>		

Additional information regarding IEHP Access Standards can be found in the IEHP Provider Manual Policies MC and MA\_ 9A, “Access Standards” and IEHP Covered\_4A, “Access Standards.”

As a reminder, all IEHP communications can be found at: [www.providerservices.iehp.org](http://www.providerservices.iehp.org) > Provider Central > News and Updates > Notices

If you have any questions, please do not hesitate to contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email [ProviderServices@iehp.org](mailto:ProviderServices@iehp.org)