



We heal and inspire the human spirit.

To: Behavioral Health Providers
From: IEHP – Quality Systems
Date: October 3, 2023
Subject: **2023 Appointment Availability Survey – Wave 2**

Beginning **October 4th, 2023**, we will conduct the second wave* of our **Annual Provider Appointment Availability Survey (PAAS)**. The survey is designed to assist IEHP in assessing Member access to urgent and routine care appointments.

*If you are receiving this notice, either you or another Provider within your group, is scheduled to be surveyed during the second wave.

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



The survey will arrive by:

- **Email: QMetrics Surveys:** invites@mailersurveygizmo.com
- **Fax: (877) 399-3439** (survey should be returned to this number as well)

If Providers do not respond to the fax or email, Providers will be contacted by phone to complete the survey.

As a reminder, here are the appointment standards:

Psychiatry	
Type of Visit/Service*	Timeframe/Standard
Urgent Visit	Within forty-eight (48) hours of request
Urgent Visit requiring authorization	Within ninety-six (96) hours of request
Routine non-urgent visit with Specialist Physicians	Within fifteen (15) business days of request
Non-Physician Mental Health Provider	
Type of Visit/Service*	Timeframe/Standard
Urgent Visit	Within forty-eight (48) hours of request
Routine non-urgent visit with non-Physician Mental Health Provider	Within ten (10) business days of request
*We recognize many offices are offering telehealth appointments. Appointments conducted in this manner are acceptable when responding to the availability of the next appointment.	

As a reminder, all communications sent by IEHP can also be found on our Provider portal at: www.iehp.org > Providers > Plan Updates > Correspondences

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