



We heal and inspire the human spirit.

To: All PCPs
From: IEHP – Quality Systems
Date: November 16, 2023
Subject: **UPCOMING: Emergency Instructions Survey - PCPs**

We will begin our annual **Emergency Instructions Survey on November 20, 2023**, to ensure Providers are giving correct direction to Members.

QMetrics will administer the survey on behalf of IEHP through one (1) call between business hours of 8:00 AM to 5:00 PM. Each provider office will receive a phone call to assess compliance with DMHC and NCQA emergency instructions.

Emergency Instruction Question:

1. What would you tell a Member who states he/she is dealing with a life-threatening emergency situation?

- "Emergency situation" includes but are 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 provide the compliant responses.

As a reminder, all IEHP communications can be found at:

www.providerservices.iehp.org > Provider Central > News and Updates > Notices

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org