



We heal and inspire the human spirit.

To: Behavioral Health Providers
From: IEHP – Quality Systems
Date: July 28, 2023
Subject: **2023 Appointment Availability Survey**

Beginning the week of **July 31st, 2023**, 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.

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@mailier.surveygizmo.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