



We heal and inspire the human spirit.

To: PCPs and OB Primary Care

From: IEHP– Provider Relations

Date: September 25, 2023

Subject: Access Standards – Appointment Availability – PCPs & OB/GYNs

We appreciate your partnership to provide prompt access to care for our Members.

★ We have **removed** two appointment types that were erroneously listed with incorrect access standards. We apologize for any inconvenience this mistake has caused.

The following categories have been removed as these visits are considered “Non-Urgent (Routine) Visits.”

- Physical Examinations
- Well Women Examinations

Your office may receive a call in the coming weeks to confirm appointment availability. **We recommend that you share this information with your office appointment schedulers immediately.**

Appointment Standards for PCPs & OB Primary Care

	Medi-Cal	IEHP DualChoice
Type of Appointment	Timeframe	
Emergency	Immediate disposition of patient to appropriate care setting. <ul style="list-style-type: none"> • Hang up and call 911 • Go to the emergency room 	Immediate disposition of patient to appropriate care setting. <ul style="list-style-type: none"> • Hang up and call 911 • Go to the emergency room
Urgent visit for services that <u>do not</u> require prior authorization	Within 48 hours of request	Within 48 hours of request
Urgent visit for services that <u>do</u> require prior authorization	Within 96 hours of request	Within 96 hours of request
Non-Urgent (routine) Visit	Within 10 business days of request	Within 10 business days of request
Initial health assessment	Within 120 calendar days of enrollment	Within 120 calendar days of enrollment
Initial health assessment (under 18 months of age only)	Within 60 calendar days of enrollment	N/A
Follow-up exam	As directed by Physician	As directed by Physician

Primary and Specialty Care Office Wait Time Standards¹

These are the standards for how long a member is allowed to wait in the office before seeing a practitioner for services.

Type of Call	Timeframe and Acceptable Alternative(s)	
Practitioner office (Scheduled Appointment)	Must be no longer than 60 minutes	Must be no longer than 60 minutes
Practitioner office (walk-In)	Must be no longer than 4 hours	Must be no longer than 4 hours
Urgent Care Center (For Members. who are unable to make an appointment with their PCP or Specialist for their urgent non- emergent conditions)	Urgent Care Centers accept unscheduled walk-in patients; therefore, waiting time in Urgent Care Centers can vary depending on the number of Members waiting to be seen	Urgent Care Centers accept unscheduled walk-in patients; therefore, waiting time in Urgent Care Centers can vary depending on the number of Members waiting to be seen

Provider Telephone Standards

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

Additional information regarding IEHP Access Standards can be found in the IEHP Provider Manual Policies MC and MA_9A, “Access Standards.”

As a reminder, all communications sent by IEHP can also be found at: www.iehp.org > For Providers > Plan Updates > Correspondence

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

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