



*We heal and inspire the human spirit.*

**To:** All BH Providers

**From:** IEHP – Quality Systems

**Date:** November 16, 2023

**Subject: UPCOMING: Emergency Instructions Survey – BH Providers**

IEHP’s annual **Emergency Instructions Survey begins 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.

- Note:” 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.

<b><u>Emergency Instruction Question:</u></b>	<b><u>Compliant Response(s):</u></b>
<b>1. What would you tell a Member who states he/she is dealing with a life-threatening emergency situation?</b>	<ul style="list-style-type: none"> <li>• Advise Member to hang up and call 911 or</li> <li>• Go to the nearest emergency room</li> </ul>
<b>2. If a patient calls with a non-life-threatening emergency, when is the next available appointment?</b>	<ul style="list-style-type: none"> <li>• Within Six (6) hours. Provide appropriate appointment date/time</li> </ul> Date: ___/___/___ Time: ___:___ AM/PM
<b>3. If unable to provide appointment within 6 hours, what additional emergency instructions do you provide to the caller in the meantime?</b>	<ul style="list-style-type: none"> <li>• Go to the nearest emergency room</li> </ul>

**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](http://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](mailto:ProviderServices@iehp.org)