



*We heal and inspire the human spirit.*

**To:** All PCPs and BH Providers

**From:** IEHP – Quality Systems

**Date:** August 2, 2024

**Subject: UPCOMING: After Hours Access Survey (GQ P4P Measure for Medi-Cal PCPs)**

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We will begin our annual **After Hours Access Survey** soon to ensure Providers are giving correct direction to Members seeking after hours care.

QMetrics will administer the survey on behalf of IEHP through one (1) wave of outreach between after-business hours of 5:00 PM to 9:00 PM, and weekends. Each Provider office will receive a phone call to assess compliance with the DMHC’s After Hours triage or screening requirements.

**After Hours Requirements:**

The after-hours standards are met by a telephone answering machine, answering service, Provider, and/or Provider office staff.

**The answering mechanism should inform the caller of:**

- How the caller may obtain urgent or emergency care.
- Means by which their Provider can be contacted,

**or**

in the case that patient’s Provider is not available, on-call arrangements with other Providers for the purpose of rendering medical advice

**or**

direction to contact the IEHP Nurse Advice Line at 1-888-244-IEHP (4347).

- Timeframe in which the Provider will return the patient’s call.

Type of Call	Timeframe and Acceptable Alternative(s)
<b>Life -Threatening Emergency</b>	Immediate disposition of patient to appropriate care setting. Recording or verbally instruct patient to: <ul style="list-style-type: none"> <li>• Hang up and call 911</li> <li>• Go to the Emergency Room</li> </ul>
<b>Urgent non-life threatening</b>	<ul style="list-style-type: none"> <li>• Instruct patient to hold for an on-call physician or give phone number of on-call physician.</li> <li>• If the member is referred to the on-call physician, the Member must be triaged by the on-call physician within 30 minutes.</li> <li>• Direct to IEHP 24-Hour Nurse Advice Line</li> </ul>

**\*Please note: For Medi-Cal PCPs, the after-hours access survey is a Global Quality (GQ) P4P measure: After Hours Availability On-Call Physician Access Methodology**

Questions? Please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email [ProviderServices@iehp.org](mailto:ProviderServices@iehp.org)

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