



*We heal and inspire the human spirit.*

**To:** All PCPs & IPAs  
**From:** IEHP – Quality Systems  
**Date:** August 12, 2024  
**Subject:** **2024 Appointment Availability Survey**

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Beginning the week of **August 19, 2024**, 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 [surveys@qmetrics.us](mailto:surveys@qmetrics.us)  
**or**
- **Fax:** (877) 399-3439 (survey should be returned to this number as well)

**If Providers do not respond to the email or fax, Providers will be contacted by phone to complete the survey.**

**As a reminder, the appointment standards are as follows:**

Primary Care Physicians (PCPs)	
Type of Visit/Service *	Timeframe/Standard
Urgent Visit	Within forty-eight (48) hours of request (Weekends and holidays included)
Routine non-urgent visit	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. The survey is intended to capture the first available appointment date and time, regardless of modality.	

**Please note that response to this survey is part of the scoring for the 2024 Global Quality P4P Program for Primary Care Providers (PCPs). Please refer to pg. 109 of the Global Quality P4P guide for PCPs at [iehp.org](http://iehp.org).**

Your survey response is appreciated.

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)

As a reminder, all IEHP communications can be found at [www.providerservices.iehp.org](http://www.providerservices.iehp.org) > News & Updates > Notices