



We heal and inspire the human spirit.

To: All Behavioral Health Providers
From: IEHP – Quality Systems
Date: August 12, 2024
Subject: **2024 Appointment Availability Survey**

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
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:

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

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org

As a reminder, all IEHP communications can be found at www.providerservices.iehp.org > News & Updates > Notices