



We heal and inspire the human spirit.

To: All Specialists

From: IEHP – Quality Systems

Date: October 2, 2024

Subject: UPCOMING: Emergency Instructions Survey - Specialists

We will begin our annual **Emergency Instructions Survey on October 7, 2024**, 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.

Emergency Instruction Question:

1. What would you tell a Member who states he/she is dealing with a life-threatening emergency situation?

- “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.

Compliant Responses:

- Advise Member to hang up and call 911
or
- Go to the nearest emergency room

Please ensure that both staff and any automated recording provide the compliant responses.

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

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