



We heal and inspire the human spirit.

To: All BH Providers

From: IEHP – Quality Systems

Date: October 2, 2024

Subject: UPCOMING: Emergency Instructions Survey – BH Providers

IEHP’s annual **Emergency Instructions Survey begins on October 7, 2024**, to ensure Providers are giving correct direction to Members.

QMetrics will administer the survey to every provider office on behalf of IEHP through one (1) call between business hours of 8:00 AM to 5:00 PM 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.

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

Please ensure that both staff and any automated recording/voicemail 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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