



*We heal and inspire the human spirit.*

**To:** IEHP Medi-Cal PCPs, Specialists, BH, & Ancillary  
**From:** IEHP – Provider Relations  
**Date:** October 14, 2024  
**Subject:** **REMINDER - DHCS Quarterly Timely Access Survey**

As a reminder, the Department of Health Care Services (DHCS) timely access survey is conducted quarterly by the vendor, Health Services Advisory Group (HSAG).

**HSAG’s vendor, DataStat, surveys a sample of IEHP providers each quarter to ensure appointments offered meet wait time standards.**

Providers surveyed are selected by DHCS based on IEHP’s monthly 274 files that provide a complete record of all Providers in IEHP’s network. IEHP is **not** notified which Providers will be surveyed.

**Keep This Reminder Handy!**

**Please review, adhere, and respond to the timely access survey based on the “Access Standards” below for both Non-Urgent and Urgent Appointment types by specialty.**

Appointment Type	Access Standards	
	Non-Urgent Appointments	Urgent Appointments
Primary Care Physicians	10 business days	Within 48 hours
Specialists	15 business days	<ul style="list-style-type: none"> <li>• <u>Not</u> Requiring a Prior Auth - within 48 hours</li> <li>• Requiring a Prior Auth – Within 96 hours</li> </ul>
Behavioral Health (BH) Providers (who is not a physician)	10 business days	Within 48 hours
Ancillary Providers	15 business days	—

To view all Access Standards, see [Policy MC\\_09A](#). [ProviderServices.iehp.org](#) > Resources > Provider Manuals & Training > Manuals & Training

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)

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