



We heal and inspire the human spirit.

To: All BH Providers

From: IEHP– Provider Relations

Date: January 23, 2024

Subject: Access Standards – Appointment Availability – BH Providers

Inland Empire Health Plan (IEHP) appreciates your partnership to provide prompt access to care for our Members and community. The tables below are a reminder of the access standards for availability of services to Members.

An IEHP Member can speak to a licensed triage person via the IEHP 24-Hour Nurse Advice Line at (888) 244-IEHP (4347) or (866)-577-8355 for TTY users, 7 days a week, 24-hours a day.

★ All Providers must provide 24-Hour phone access, 7 days a week. All BH Provider offices must have an answering machine and/or answering services during and after business hours. Members who reach voicemail must receive detailed instructions on how to proceed, including but not limited to how to obtain urgent or emergency care.

Appointment Standards for Behavioral Health Providers

	Medi-Cal	IEHP DualChoice	IEHP Covered (Covered CA)
Type of Appointment	Timeframe		
Life-threatening emergency	Immediate disposition of Member to appropriate care setting		
Non-life-threatening emergency	6 hours, or go to the ER		
Urgent visit for behavioral health needs that <u>do not</u> require an authorization	Within 48 hours of request		
Urgent visit for behavioral health need that do require authorization	Within 48 hours of request		
Initial routine (non-urgent) with a Behavioral Health Care Provider	Within 10 business days of request		

Appointment Standards for Behavioral Health Providers continued...			
	Medi-Cal	IEHP DualChoice	IEHP Covered (Covered CA)
Type of Appointment	Timeframe		
Follow-Up routine (non-urgent) visit with a Behavioral Health Care Provider	Within 10 business days of request		
Follow-up routine (non-urgent) visit with a non-Physician Behavioral Health Provider or Substance Use Disorder Provider	Within 10 business days of the prior appointment or at the clinical judgement of the treating Provider regarding the speed and frequency of medically necessary care.		
Telephone Wait Times: Triage, Screening & Advice	The waiting time to speak by telephone with a physician, registered nurse, or other qualified health professional acting within his or her scope of practice and who is trained to screen or triage a Member who may need care, must not exceed 30 minutes.		

Provider Telephone Standards			
	Medi-Cal	IEHP DualChoice	IEHP Covered (Covered CA)
Type of Call	Timeframe and Acceptable Alternative(s)		
Returning Member Messages	<ul style="list-style-type: none"> • Urgent non-emergency calls: within 24 hours • Non-urgent calls: At minimum of 3 attempts to return Member’s call within 3 business day 		

<u>IEHP Member Services Telephone Standards</u>			
	Medi-Cal	IEHP DualChoice	IEHP Covered
Type of Call	Timeframe		
IEHP Member Services - Member services telephone wait times during normal business hours – Calls received after normal business hours (Monday – Friday, 8am – 5pm) are returned within one (1) business day. Calls received after midnight are responded to the same business day.	<ul style="list-style-type: none"> • Connected within 10 minutes 		

Additional information regarding IEHP Access Standards can be found in the IEHP Provider Manual Policies MC and MA_9A, “Access Standards” and IEHP Covered_4A, “Access Standards.” If you have any questions, please contact the IEHP Provider Call Center (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org.