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To: All IEHP Specialists

From: IEHP– Provider Relations

Date: October 25, 2024

Subject: Access Standards – Appointment Availability for Specialist Care

As a reminder, please review our access standards and encourage your staff to keep them on-hand when making appointments or greeting Members in the office. We appreciate your partnership to provide prompt access to care for our Members.

★ All Providers must provide 24-Hour phone access, 7 days a week, including 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, as well as direction that a licensed triage person is available 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.

Appointment Standards for Specialists			
Please share this information with your office appointment schedulers			
	Medi-Cal	IEHP DualChoice	IEHP Covered (Covered CA)
Type of Appointment	Timeframe		
Emergency	Immediate disposition of patient to appropriate care setting. <ul style="list-style-type: none"> • Hang up and call 911 • Go to the emergency room 		
Urgent visit for services that <u>do not</u> require prior authorization	Within 48 hours of request		
Urgent visit for services that do require prior authorization	Within 96 hours of request		
Urgent prenatal visit	Within 48 hours of request		
Non-urgent (routine) visit	Within 15 business days of request		
Non-urgent visit for ancillary services (for diagnosis or treatment of injury or other health condition)	Within 15 business days of request		
Non-Urgent (routine) prenatal care	Within 10 business days of request	Within 2 weeks of request	Within 10 business days of request
Follow-Up exam	As directed by Physician		
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.		

<u>Primary and Specialty Care Office Wait Time Standards¹</u>			
These are the standards for how long a member is allowed to wait in the office before seeing a practitioner for services.			
	Medi-Cal	IEHP DualChoice	IEHP Covered
Type of Call	Timeframe and Acceptable Alternative(s)		
Practitioner office (Scheduled Appointment)	Must be no longer than 60 minutes		
Practitioner office (Walk-In)	Must be no longer than 4 hours		
Urgent Care Center (For Members who are unable to make an appointment with their PCP or Specialist for their urgent non-emergent conditions)	Urgent Care Centers accept unscheduled walk-in patients; therefore, waiting time in Urgent Care Centers can vary depending on the number of Members waiting to be seen and the acuity of the Members' conditions.		
<u>Provider Telephone Standards</u>			
	Medi-Cal	IEHP DualChoice	IEHP Covered
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: Minimum of 3 attempts to return Member's call within 3 business days 		

<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 7am – 7pm and Saturday- Sunday, 8am-5pm) are returned within one (1) business day. Calls received after midnight are responded to the same business day.	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 at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org

All IEHP communications can be found at: www.providerservices.iehp.org > News and Updates > Notices

¹ DHCS-IEHP Two-Plan Contract, 1/10/20 (Final Rule A27), Exhibit A, Attachment 9, Provision 3, Access Requirements