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To: All IEHP PCPs and OB/GYNs

From: IEHP– Provider Relations

Date: October 25, 2024

Subject: Access Standards – Appointment Availability for PCPs & OB/GYN

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 PCPs & OB Primary Care			
We recommend you share this information with your office appointment schedulers			
	Medi-Cal	IEHP DualChoice	IEHP Covered (Covered CA)
Type of Appointment	Timeframe		
Emergency or urgently needed services for immediate medical care.	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 nor require immediate medical care	Within 48 hours of request		
Urgent visit for services that do require prior authorization	Within 96 hours of request		
Not Emergency or urgently needed, but Member requires medical attention		Within 7 business days of request ¹	
Non-Urgent (routine) Visit	Within 10 business days of request		
Initial prenatal visit	Within 10 business days of request	Within 2 weeks of request	Within 10 business days of request
Urgent prenatal visit	Within 48 hours of request		

¹ 2 CFR § 422.112 (a)(6)(i)(B)

Appointment Standards for PCPs & OB Primary Care			
We recommend you share this information with your office appointment schedulers			
	Medi-Cal	IEHP DualChoice	IEHP Covered (Covered CA)
Type of Appointment	Timeframe		
Initial health appointment	Within 120 calendar days of enrollment		
Initial health appointment (under 18 months of age only)	Within 60 calendar days of enrollment	N/A	Within 60 calendar days of enrollment
Follow-up exam	At the clinical judgment of the treating Provider regarding the speed and frequency of medically necessary care		
Initial Preventive Physical Exam		30 days (complete the exam within 120 days of the Member’s enrollment and annually thereafter)	
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.		

Primary and Specialty Care Office Wait Time Standards²			
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 (Covered CA)
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		

² DHCS-IEHP Two-Plan Contract, 1/10/20 (Final Rule A27), Exhibit A, Attachment 9, Provision 3, Access Requirements



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<u>Provider Telephone Standards</u>			
	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: 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.	<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 do not hesitate to contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org

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