



To: All PCPs, Specialists and BH Providers
From: IEHP – Provider Relations
Date: February 8, 2021
Subject: **IEHP UM Department Availability**

Inland Empire Health Plan (IEHP) would like to remind you of the availability of Utilization Management (UM) staff and physicians to respond to Provider inquiries regarding UM concerns including authorization requests, status and clinical decisions and processes. Providers may contact IEHP Provider Relations Team at (909) 890-2054 and UM staff is available **Monday through Friday** from **8:00 am to 5:00 pm on all business days**.

Communications received after normal business hours are returned on the next business day and communications received after midnight Monday-Friday are responded to on the same business day.

The following methods are available for after hours communication:

- Telephone: (800) 440-4347 for UM Referrals
- Email: ProviderServices@iehp.org
- Fax: (909) 890-5751

As a reminder, all communications sent by IEHP can also be found on our Provider portal at: www.iehp.org > For Providers > Plan Updates > Correspondence.