



To: ALL Medi-Cal PCPs
From: IEHP- Provider Relations
Date: December 14, 2021
Subject: **Early Start Eligibility Criteria and Referral Process**

Inland Empire Health Plan (IEHP) would like to remind Providers those infants and toddler (birth to 36 months) with a developmental delay or disability, or who are at risk for a developmental delay, may qualify for **Early Start** services. The Early Start program ensures that infants/toddlers with delays and/or disabilities receive early intervention services using a coordinated, family focused approach.

Early Start eligibility criteria is defined by an infant or toddler exhibiting at least one of the following:

- A developmental delay of at least 33% in one or more areas of either cognitive, communication, social or emotional, adaptive, or physical and motor development including vision and hearing
- An established risk condition of known etiology, with a high probability of delayed development
- High risk of having a substantial developmental disability due to a combination of biomedical risk factors

To begin the Early Start Intake process, a parent/legal guardian or Primary Care Physician (PCP) must contact the Early Start Intake department, either by completing an [online referral](#) or calling an intake coordinator. Once a PCP makes a referral, the Early Start Intake team will document the concern, then contact the parent/guardian to ask if they would like to continue with the intake process.

To make a referral, please call the number that coincides with the residential county of the Member:

Riverside County Early Start Intake – (909) 890-4763

San Bernardino County Early Start Intake – (909) 890-4711

For more information, please visit <https://www.inlandrc.org/eligibility/>

Reminder: The Early Start roster that lists Members receiving Early Start services is available to PCPs on the secure IEHP Provider Portal. IEHP encourages PCPs to check this roster regularly to ensure appropriate coordination of care:

Provider Portal > Rosters > Early Start

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

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at: (909) 890-2054 or (866) 223-4347.