To: All Hospitals and COEs
From: IEHP – Provider Relations
Date: December 30, 2021
Subject: NEW: Major Organ Transplant (MOT) Authorization Process

Effective January 1, 2022, per DHCS All Plan Letter (APL) 21-015, Inland Empire Health Plan (IEHP) will be responsible for coverage of the Major Organ Transplant (MOT) benefit for adult and pediatric transplant recipients and donors, including related services such as organ procurement and living donor care.

MOT includes but is not limited to:

- Autologous Islet Cell
- Liver-Intestinal
- Liver
- Liver-Lung
- Bone Marrow
- Liver-Lung
- Heart
- Lung
- Heart-Lung
- Kidney
- Intestine
- Kidney-Liver
- Liver
- Kidney-Pancreas
- Liver-Heart
- Pancreas (after kidney)

All Providers must follow the below process regarding MOT referrals:

- Transplant evaluation referral must be sent to the Member’s IPA for authorization
- The service is then requested for All IEHP Members through “Transplant” in the IEHP eAuth web portal
- IEHP has a 72-hour turnaround time for decision of evaluation and surgery authorization
- Members will stay enrolled with IEHP throughout entire Transplant process
- MOT must be performed at a Medi-Cal approved Center of Excellence (COE)
- Pediatric transplants will be performed at a California Children Services (CCS) approved facility
- All Transplants MUST be authorized by IEHP


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

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