



To: All Behavioral Health
From: IEHP- Behavioral Health and Care Management, Community Supports Team
Date: January 14, 2022
Subject: UPDATE: Community Supports Referral Process

Effective January 1, 2022, Inland Empire Health Plan (IEHP) began offering **Community Supports** for eligible Members.

Behavioral Health Providers are not yet able to submit referrals for the following programs via the Provider Portal:

- Housing Transition/Navigation Services
- Housing Deposits
- Asthma Remediation
- Short-Term Post-Hospitalization Housing
- Medically Supportive Food/Meals/Medically Tailored Meals
- Nursing Facility Transition/Diversion to Assisted Living Facilities
- Home Modifications
- Sobering Centers (Riverside County)
- Housing Tenancy and Sustaining Services
- Recuperative Care
- Community Transition Services/Nursing Facility Transition to a Home

We are working on enabling the portal to allow BH Providers to submit referrals online for Community Supports.

In the meantime, please refer Members to call our Member Services Call Center at: (800) 440-IEHP (4347). Providers can call the Provider Call Center at (909) 890-2054 or (866) 223-4347 for Community Support referral assistance as needed.

More information is available on our website at:

www.iehp.org > For Providers > Special Programs > Community Supports

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