



To: California Non-Contracted Hospitals
From: IEHP – Provider Relations
Date: January 19, 2022
Subject: **Non-Contracted Hospitals Required to Obtain Prior Authorization for Post-Stabilization Care of IEHP Members**

Inland Empire Health Plan (IEHP) has revised its Emergency Services Policy and Procedure to comply with requirements set forth in the Health and Safety Code, Section 1386(b)(17) and Section 1262.8(j).

IEHP requires non-contracted hospitals to obtain prior authorization before providing post stabilization care to its enrolled Members (patients). IEHP requests the treating Physician and Surgeon's diagnosis and any other relevant reasonably necessary information to make a decision in authorizing post stabilization care OR to assume management of the patient's care by prompt transfer.

1. The non-contracted hospital shall contact IEHP by either following the instructions on the patient's health care service plan member card

OR,

2. The non-contracted hospital shall contact IEHP Utilization Management at the following phone numbers to obtain timely authorization for post stabilization care:

- **Mondays through Fridays / Hours: 8am to 5pm, Pacific Standard Time (PST)**

- Contact phone numbers: **909-727-5456, 909-296-3676 or 909-727-5455**
 - Or try our Provider Relations Team at: **909- 890-2054 or 866 223-4347.**
 - Fax number: **909-477-8553**

- **Mondays through Fridays / Hours: 4pm to 1am, PST and**

- **Saturday and Sunday / Hours: 12pm to 9pm, PST**

- Contact phone numbers: **909-890-2665 or 909-296-7046**

- **WEEKEND DISCHARGE PLANNING NURSES**

- **Saturday and Sunday / Hours: 7am to 5:30pm**

- Contact phone numbers: **909-890-5053 or 909-890-1358**
- Fax number: **909-477-8553**

A health care service plan that is contacted by a hospital pursuant to Section 1262.8 shall, within 30 minutes of the time the hospital makes the initial telephone call requesting information, either authorize post-stabilization care or inform the hospital that it will arrange for the prompt transfer of the enrollee to another hospital.

A health care service plan that is contacted by a hospital pursuant to Section 1262.8 shall reimburse the hospital for post-stabilization care rendered to the Member if any of the following occur:

1. The health care service plan authorizes the hospital to provide post-stabilization care.
2. The health care service plan does not respond to the hospital's initial contact or does not make a decision regarding whether to authorize post-stabilization care or to promptly transfer the Member within the timeframe noted above.
3. There is an unreasonable delay in the transfer of the enrollee, and the noncontracting Physician and Surgeon determines that the Member requires post-stabilization care.

A health care service plan shall not require a hospital representative or a noncontracting Physician and Surgeon to make more than one telephone call pursuant to Section 1262.8 to the number provided in advance by the health care service plan. The representative of the hospital that makes the telephone call may be, but is not required to be, a Physician and Surgeon.

An enrollee who is billed by a hospital in violation of Section 1262.8 may report receipt of the bill to the health care service plan and the department. The department shall forward that report to the State Department of Public Health.

For purposes of this notification, "post-stabilization care" means medically necessary care provided after an emergency medical condition has been stabilized.

Completed facility claims for authorized Health Care Services must be sent to:

Inland Empire Health Plan
Attn: Claims Department – IEHP Direct
P.O. Box 4349
Rancho Cucamonga, CA 91729-4349

Completed professional claims for authorized Health Care Services must be sent to:

- For IEHP Direct Members, please send to address above
- For IEHP Members assigned to an IPA, please use the path below to send to the appropriate IPA:
www.iehp.org >For Providers > Join Our Network > IPA

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

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