



To: All Vision Providers
From: IEHP – Provider Relations
Date: February 23, 2022
Subject: **Vision Authorization Process – Please Do Not Submit Duplicate Requests**

Inland Empire Health Plan (IEHP) recognizes that our Vision authorization process has not recently provided immediate approvals online, resulting in Providers submitting duplicate authorization requests because an immediate approval does not display.

IEHP appreciates your understanding as we adjudicate all authorization requests promptly. Please note that the standard processing time is 5 business days for Medi-Cal and 14 business days for Medicare. Our team is processing requests within regulatory timeframes and we ask that you **do not submit duplicate requests as this may delay the approval process.**

If a Member is present to be provided services or the request is urgent, please mark the authorization as "expedited" or call our Provider Relations Team at (909) 890-2054 or (866) 223-4347

As a reminder, all communications sent by IEHP can 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.