



**To:** Medicare IPAs  
**From:** IEHP – Grievance & Appeals  
**Date:** August 12, 2022  
**Subject:** **REMINDER – Timely Provision of Denial Packets**

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Dear IPA Partner,

This is a reminder regarding the importance of providing medical records and denial packets to IEHP **within 48 hours for standard appeals and 24 hours for expedited appeals.**

In some instances, IEHP has received copies of denial packets from IPAs 3 – 5 days after the initial request. If denial packets are not received within the standard or expedited timeframes, this jeopardizes IEHP’s ability to resolve Part B drug appeals within seven calendar days for standard appeals and 72 hours for expedited appeals. **Please note**, IEHP may not be aware if a Part B denial is included in the appeal until the denial packet is received from the IPA.

Please share this with the appropriate teams at the IPA. Thank you for your attention to this concern and prompt provision of denial packets so IEHP can complete a thorough investigation of the case and comply with regulatory timeframes.

If you have any questions or concerns, please contact Juan Ortega, IEHP Delegation Oversight Director at [Ortega-j2@iehp.org](mailto:Ortega-j2@iehp.org).

If you have questions, please reach out to your Provider Service Representative or the IEHP Provider Relations Team at (909) 890-2054 or (866) 223-4347.

As a reminder, all communications sent by IEHP can also be found on our Provider Portal at: [www.iehp.org](http://www.iehp.org) > Providers > Plan Updates > Correspondences