



To: All Medi-Cal IPAs
From: IEHP Delegation Oversight
Date: October 06, 2022
Subject: **UPDATE to September 8, 2022 Communication on Authorization Timeframes**

The following is in reference to the September 8, 2022 communication on Authorization Timeframes pursuant to DHCS APL 21-011, “**Grievance & Appeals Requirements, Notice and ‘Your Rights’ Templates.**”

Authorization Timeframes

As previously advised, per California Health & Safety Code Section 1367.01, IPAs may extend the authorization timeframes by up to fourteen (14) calendar days only if:

1. The Member or the Provider requests an extension; or
2. The Delegate can justify its need for additional information and demonstrate how the extension is in the Member’s interest.

Delegates were referred to Policy 25E1, “UM Delegation and Monitoring” and Attachment, “UM Timeliness Standards” in Section 14, for information on Member and Provider notification requirements.

UPDATE:

There has been a delay in implementing a DHCS-approved and translated template for Notice of Action to Delay. We shall inform our Delegates once this template becomes available for use.

Until such time, Delegates may not defer/pend requests due to lack of information provided. Delegates MUST continue to obtain additional information reasonably necessary to make determinations within regulatory timeframes.

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