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To: All PCPs, Specialists & IPAs
From: IEHP – Provider Services
Date: October 14, 2022
Subject: **ACTION REQUIRED: Correct Prioritization of Authorization Request**

Inland Empire Health Plan (IEHP) continues to receive a significant number of **incorrectly prioritized eReferral authorization requests marked as Urgent/Expedited that DO NOT meet the following criteria:**

Urgent/Expedited criteria: A request for medical care or services where application of the timeframe for making routine/standard or non-life-threatening care determinations:

Could seriously jeopardize the life, health or safety of the member or others, due to the Member's psychological state

or

In the opinion of a Practitioner with knowledge of the Member's medical or behavioral condition, would subject the Member to adverse health consequences without the care or treatment that is the subject of the request.

For any request that **does not meet the above the criteria**, the referral authorization request

must be prioritized as Routine/Standard.



Continued instances of referrals being incorrectly prioritized as urgent/expedited could result in a corrective action plan (CAP) being issued to the requesting provider and/or nonrenewal of the provider contract.

Medically appropriate urgent/expedited referral authorization requests must be submitted the same day of the determination that the referral is necessary.

Standard/routine requests must be submitted within two working days of the determination that a referral is necessary as outlined in policy MC-25_E1.

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 call at (909) 890-2054 or 866-223-4347, or email ProviderServices@iehp.org.