



To: Direct PCPs and Specialists
From: IEHP – Provider Relations
Date: November 06, 2018
Subject: **Submitting Referrals Online – Servicing Providers**

Due to the high volume of Providers submitting electronic referrals (eReferrals) requesting as the Servicing Providers, “Any-in-Network”, Inland Empire Health Plan (IEHP) would like to request all Providers select a specific Group/Provider for Servicing Providers.

For example, if your office is requesting a Cardiology referral, please select an Individual Provider or Group Provider from the pop-up window instead of selecting “Any-in-Network”.

If a specific Group/Provider is selected for services, most Referrals will be auto-approved; therefore, Members will receive their approval and status instantly. When “Any-in-Network” is selected, the timeframe for approval and status will be delayed as IEHP will be required to review and process each Referral individually.

As a reminder, all communications sent by IEHP can also be found on our Provider portal at the following address: <https://ww3.iehp.org/en/providers/correspondence/>.

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