To: Direct PCPs and Direct Specialists  
From: IEHP – Provider Relations  
Date: August 12, 2019  
Subject: REMINDER: Referral Submissions to IEHP

Inland Empire Health Plan (IEHP) strives to process requests for authorizations as expeditiously as possible. There has been a significant number of referrals being submitted with a Service Provider of “any in network” which delays the processing time of referrals.

This delay predominately occurs when the Servicing Provider is for ARMC/RUHS/LLUHC. Please note, there is a functionality to select ARMC/RUHS/LLUHC through the Provider portal and follow the enclosed Facility Referral Submissions to IEHP.

Also, when requesting consultation codes, please remember to use the following appropriate codes below:

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<th>Medi-Cal Members</th>
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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 (909) 890-2054.

Enclosed: Facility Referral Submissions to IEHP
1. Log into the Provider Portal via www.IEHP.org.

2. Enter IEHP ID and select Requesting Provider.

3. Select Service Priority and enter Appointment Date if applicable.

4. Choose Place of Service as "Outpatient".

5. Select Facility as:
   - ARMC;
   - RUHS; or
   - LLUMC.

6. Select the Service being requested from the pop-up window.

7. Select the Servicing Provider.
Facility Referral Submissions to IEHP

8. From the Pop-up window, select the Facility tab to locate ARMC/RUHS/LLUHC.

9. Enter the corresponding ICD Codes.

10. Enter the corresponding CPT Codes.

11. Enter any special Instructions/Comments that will help the nurse review the referral.

12. Attach any and all supporting documentations.

13. Click on Submit after review all information on the eReferral is correct.