Inland Empire Health Plan (IEHP) revised its Emergency Services Policy and Procedure to comply with requirements set forth in the Health and Safety Code, Section 1386(b)(17) and Section 1262.8(j).

IEHP requires non-contracted hospitals to obtain prior authorization prior to providing post stabilization care to its enrolled Members (patients). IEHP requests the treating Physician and Surgeon’s diagnosis and any other relevant information reasonably necessary to make a decision in authorizing post stabilization care or to assume management of the patient’s care by prompt transfer.

1. The non-contracted hospital shall make contact with IEHP by either following the instructions on the patient’s health care service plan member card or;

2. The non-contracted hospital shall contact IEHP Utilization Management at the following phone numbers to obtain timely authorization for post stabilization care:

   - **Monday through Fridays / Hours: 8am to 5pm, Pacific Standard Time (PST)**
     - Contact phone numbers: 909-727-5456 or 909-727-5455
     - Fax number: 909-477-8553

   - **Monday through Fridays / Hours: 4pm to 1am, PST and Saturday and Sunday / Hours: 12pm to 9pm, PST**
     - Contact phone numbers: 909-890-2665 or 909-296-7046

   - **WEEKEND DISCHARGE PLANNING NURSES**
     - **Saturday and Sunday / Hours: 7am to 5:30pm**
       - Contact phone numbers: 909-890-5053 or 909-890-1358
       - Fax number: 909-477-8553
Completed claims for authorized Health Care Services must be sent to:

Inland Empire Health Plan
Attn: Claims Department – IEHP Direct
P.O. Box 4349
Rancho Cucamonga, CA 91729-4349

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.