To: Durable Medical Equipment (DME) Providers  
From: IEHP – Provider Relations  
Date: June 2, 2020  
Subject: Referral Submission Process for DME Providers

In accordance with Inland Empire Health Plan (IEHP) Utilization Management Policy 14.D, DME Providers are not permitted to submit initial referral requests. DME Providers may submit for continuation of the following services:

- CPAP/BiPAP supplies
- Insulin pump supplies
- TENS unit supplies
- Enteral/Parenteral feeding pump supplies
- Home oxygen and oxygen supplies (must have oxygen saturation levels on room air annually)
- Ostomy supplies
- Incontinent supplies
- Suction canisters
- TENS unit supplies
- Suction canisters
- Enteral/Parenteral feeding pump supplies
- Home oxygen and oxygen supplies (must have oxygen saturation levels on room air annually)

IEHP UM PnP 14.D: [www.iehp.org > For Providers > Provider Resources > Manuals](http://www.iehp.org)

Effective immediately, DME Providers may submit continuation requests via the IEHP Secure Provider Portal. The referral request is accessed via the Referrals tab, and the Request sub-tab. For assistance navigating the online referral process, please contact your assigned Provider Contracting Service Representative (PCSR). Providers who do not adhere to Policy 14.D jeopardize their participation in the IEHP DME network.

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](http://www.iehp.org).

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