Effective April 13, 2020, Inland Empire Health Plan (IEHP) will implement after-hours utilization management coverage for Acute Hospitals.

After-hours utilization management coverage will include:
• Review Emergency Department cases for appropriateness of acute admission.
• Authorization at admission when clinical criteria for admission is met.
• Emergency Department discharge authorizations such as DME (for IEHP Direct Members) and Home Health, when appropriate.
• Authorizations for transition to SNF or higher level of care, when appropriate.

Hospitals must provide the following Member information when accessing after hours coverage:
• Member Name
• Member DOB
• IEHP Member ID
• Clinical documentation to support requests

After-hours utilization management coverage will be available:
• Monday to Friday: 4:00pm to 1:00am
• Saturday & Sunday: 12:00pm to 9:00pm

After-hours utilization management contacts are:
• Riverside County: (909) 296-7046
• San Bernardino County: (909) 890-2665

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.