To: IEHP Direct PCPs, Specialists & Hospitals  
From: IEHP- Utilization Management  
Date: February 3, 2021  
Subject: NEW UPDATE: Referral Instructions when Selecting RUHS, ARMC, LLUCH, or LLUMC Facilities for Specialty Care on IEHP’s eReferrals

IEHP has made a recent update to the eReferrals - Facility tab section of the secure IEHP Provider portal.

When selecting a Facility for specialty care referral requests, please follow the steps below:

- **Step 1** - select Outpatient for Place of Service
- **Step 2** - select a **Facility** from the Facility Search (RUHS, ARMC, LLUCH or LLUMC)
- **Step 3** - **Servicing Provider**: Select a **Facility** from the Provider Search (RUHS, ARMC, LLUCH or LLUMC).

Following these steps will **ensure a proper Referral request when selecting RUHS, ARMC, LLUCH or LLUMC for a Facility for Specialty Care.**

![Facility Selection Steps Image]

When searching for a Servicing Provider that **belongs** to a Specialty Facility such as RUHS, ARMC, LLUCH or LLUMC and **the individual Provider is not showing up in the list**, please select “Facility” in the **Provider Search**. This will ensure proper processing for your Servicing Provider at a Specialty Facility.

![Facility Search Image]

As a reminder, all communications sent by IEHP can also be found on our Provider portal at: [www.iehp.org](http://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.