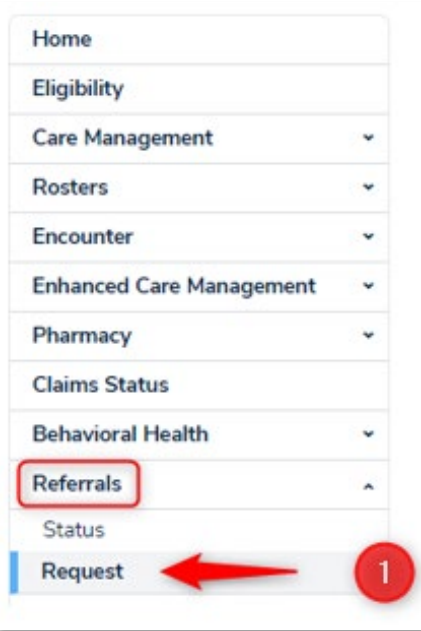




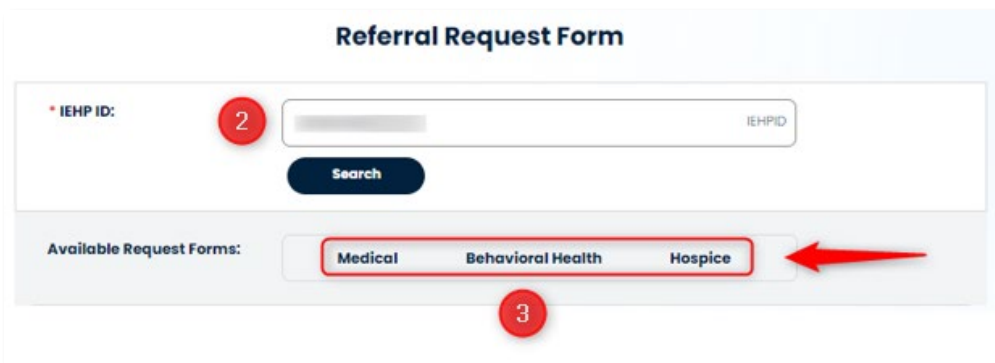
We heal and inspire the human spirit.

To: PCPs, BH, & BHT Providers
From: IEHP – Provider Relations
Date: December 29, 2023
Subject: **NEW! Referral Request Process Updated**

Effective January 1, 2024, the **Referral Request** process for all (Medical, Behavioral Health/Behavioral Health Treatment and Hospice) referral types will be updated.



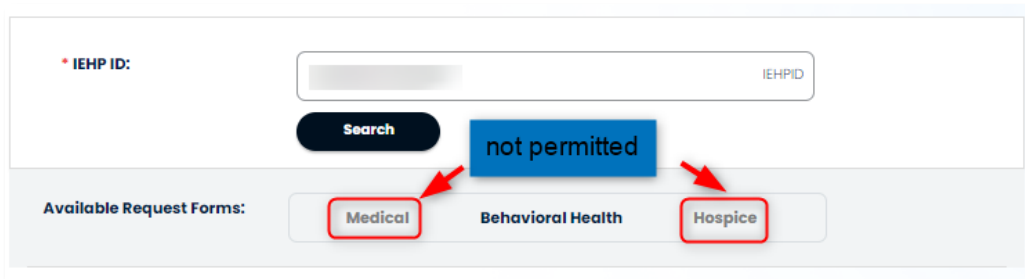
1. From the left column, click the Referrals tab and then Request
2. Input the Member ID#, click Search
3. Choose referral type: Medical, Behavioral Health, Hospice



Once the referral type is selected, you will be rerouted to the standard form/process. Proceed with the request as accustomed.

NOTE: If an option is greyed out, you are not authorized to submit that referral type for the Member.

Ex: BH Provider cannot submit a medical referral or only PCP may submit Hospice referral for IEHP Covered Members.



As a reminder, all IEHP communications can be found at: www.providerservices.iehp.org > Provider Central > News and Updates > Notices

If you have any questions, please do not hesitate to contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org