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To: All PCPs, Specialists and BH Providers
From: IEHP – Provider Relations
Date: February 20, 2024
Subject: **IEHP UM Department Availability**

We would like to remind you of the availability of Utilization Management (UM) staff and physicians to respond to Provider inquiries regarding UM concerns including authorization requests, status and clinical decisions and processes.

Providers may contact the IEHP Provider Call Center at (909) 890-2054 or (866) 223-4347 to be connected with UM staff who are available **Monday through Friday from 8:00 am to 5:00 pm.**

Communications received after normal business hours (between 5 pm and 11:59 pm) are responded to on the next business day, while communications received after midnight (Monday-Friday) are responded to on the same business day.

The following methods are available to communicate after-hours:

- Telephone: (800) 440-4347 for UM Referrals
- Email: ProviderServices@iehp.org
- Fax: (909) 890-5751

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 contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org