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To: Medi-Cal IPAs

From: IEHP – Utilization Management

Date: September 5, 2024

Subject: **UPDATE – Utilization Management Timeliness Standards (Medi-Cal) Form**

The Inland Empire Health Plan (IEHP) has recently made updates to the Utilization Management Timeliness Standards (Medi-Cal) form.

Footnotes 5 and 11 were updated to cite and reflect the following:

- DHCS All Plan Letter (APL) 21-011 Grievance and Appeals Requirements, Notice and “Your Rights” Templates, Section II, (A)(2)

The updated form is now available on IEHP’s Provider website:

www.providerservices.iehp.org > Resources > Resources for Providers > Forms > UM/CM > or [click here](#).

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

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