

Referral Status

IEHP's Referral Status page allows Providers to conveniently view the status of their medical, behavioral health, pharmacy and vision referrals.

The screenshot shows the IEHP Referral Status portal interface. At the top, there is a search bar with the text "Search by IEHP ID, SSN, CIN or Referral Number" and a refresh button. Below the search bar, there are several filter options: "Search by a relative date range" (checked) with "Last 30 Days (Maximum of 30 Days)", "Search by a custom date range" (unchecked) with dates "09/24/2024" to "09/25/2024", and a list of referral types: "Medical", "Rx", "Vision", "Behavioral", and "Health Education" (checked and highlighted with a red box). Below the filters, there is a field for "Any Provider NPI" with the text "Any Provider NPI". The results section shows "Results: 2" with navigation buttons "First", "Previous", "1", "Next", "Last" and a dropdown menu set to "25". The results table has columns "Referral ID", "Member", "LOB", "Received Date", and "Status". The first row shows a referral received on "Sep 20, 2024" with a status of "Request Filled" (green dot). The second row shows a referral received on "Sep 18, 2024" with a status of "Unable to Contact" (red dot). Both status cells are highlighted with red boxes. A red arrow points from the "Health Education" filter to the "Request Filled" status cell, and another red arrow points from the "Unable to Contact" status cell to the right.

Providers can track Health Education referrals in the Portal.

Select **Referral > Status >** then filter for **“Health Education”** to track Member’s participation in the program.

As a reminder, all Health Education classes, as well as and Cessation Medications, remain a covered benefit for IEHP Members. When discussing quitting options, make sure to talk about cessation medications and ensure that prescription orders are placed **before** the Member leaves your office.

Additionally, a referral for Low-Dose Computed Tomography (LDCT) Screening is recommended annually for Members who:

- Are aged between 50 and 80
- Are asymptomatic (no signs of lung cancer), but high risk
- Have a smoking history of 20 cigarette packs per year or more
- Are current smokers or have quit within the past 15 years

For an updated list of available drug products, visit the IEHP Formulary at: [ProviderServices.iehp.org](https://www.providerservices.iehp.org) > Pharmacy > Formulary

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

All IEHP communications can be found at: www.providerservices.iehp.org > News and Updates > Notices