



We heal and inspire the human spirit.

To: All Direct Providers
From: Provider Relations
Date: October 17, 2024
Subject: **Inappropriate Use of “Expedited” For Authorization Requests**

We have noted an increase in authorization requests inappropriately marked as EXPEDITED.

An expedited priority is **only** appropriate when processing an authorization under standard timeframes could result in loss of life or limb, or could delay a transition from an acute, long-term care or skilled nursing transfer to a lower level of care.

Misuse of the expedited designation can affect the overall efficiency of our system and delay critical care for those who need it most.

We appreciate your partnership and appropriate designation of all authorization requests in alignment with each Member’s condition. Continuing to submit inappropriate expedited requests will require us to review your contract status and take action, up to and including possible termination.

Thank you in advance for your cooperation.

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