



*We heal and inspire the human spirit.*

**To:** All Direct PCPs, Specialists, Ancillary & Hospitals

**From:** IEHP – Provider Relations

**Date:** October 25, 2024

**Subject:** **Effective November 1 - New Standards for Incontinence Supply Requests**

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Recent data from routine monitoring of utilization patterns, has revealed that **requesting and/or billing for incontinence supplies currently exceeds the outlined frequency limits<sup>1</sup>.**

Effective **November 1, 2024**, the following standards will be installed:

- ✓ Any requests for incontinence supplies exceeding the outlined Medi-Cal frequency limits, will require the request to be submitted directly from the Provider who is treating the Member WITH justification for the additional supplies.
- ✓ Incontinence supplies will be authorized on a monthly frequency, requiring monthly billing.

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

All IEHP communications can be found at: [www.providerservices.iehp.org](http://www.providerservices.iehp.org) > News and Updates > Notices

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<sup>1</sup> [Incontinence Supply Billing](#)