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To: All Providers
From: IEHP – Provider Relations
Date: November 12, 2024
Subject: **New Enhancements to Provider Portal!**

We have added a few enhancements to IEHP’s Provider Portal that may impact your practice:

1. **For Providers referring Members for BH services:** Effective June 1, 2024, IEHP has **waived the authorization requirement for Professional Routine Behavioral Health Services rendered by an IEHP Contracted Behavioral Health Provider.**

Please remind Members that they can self-refer to any BH Provider within our network and/or contact IEHP Member Services to assist.

As a reminder of the new process, language has been added to the BH Referral Request page, including a hyperlink to view the qualifying codes.

BH Referral Request Form

Prior authorization is not required for many behavioral health services, including initial assessments, for all lines of business (Medi-Cal, DualChoice/DSNP and IEHP Covered/CCA).

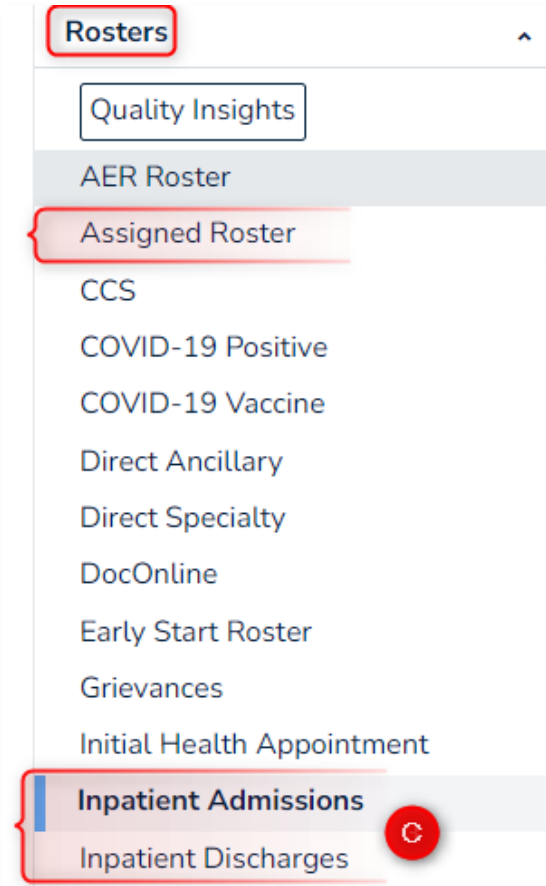
To view a list of BH services exempt from prior authorization, [click here](#).

We are in the process of adding these codes to the Behavioral Health Referral Request page to prevent unnecessary referral requests, but until then, please leverage the full list of exempt services on our [Claims](#) page: [ProviderServices.iehp.org](#) > Resources > Resources for Providers > Claims

2. **For All Provider Types: Sub User Accounts** are now downloadable in Excel for Owner and Manager accounts. This is a great way, especially for large groups, to audit their lists and inactivate unused or old accounts. Please remember the importance of timely deactivation of accounts that should no longer have access to protected information.

The screenshot shows the 'Sub User Accounts' page in the IEHP Provider Portal. On the left, a navigation menu includes 'My Account', 'Change Password', 'Change Email', 'Change Security Questions', and 'Sub User Accounts'. The 'Sub User Accounts' page on the right has a title 'Sub User Accounts' and a 'Download' button with an Excel icon, highlighted by a red arrow. Below the title, there are radio buttons for 'All', 'Active', and 'Inactive'. A table with columns 'Login ID', 'Full Name', and 'Email' is visible below the buttons.

3. For PCPs: The **Enhanced Care Management (ECM) filters on the Assigned Roster** have been updated:



- A. From ECM eligible to **ECM Potential Eligibility**
- B. From ECM Enrolled to **ECM Authorized**
- C. Additionally, these same filters have been added to the **Inpatient and Discharge Rosters** to easily identify assigned Members who may need additional care.



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

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