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To: Medicare IPAs
From: IEHP – Delegation Oversight
Date: February 28, 2025
Subject: **UPDATE: IEHP Pre-Service Denial Reason Matrix Template**

Inland Empire Health Plan (IEHP) recently updated the **IEHP Pre-Service Denial Reason Matrix Template** to be used as guidance for Medicare IPAs.

Pre-Service Denial Reason Matrix Update:

- If unable to submit authorization requests to IEHP for Medi-Cal coordination through the IEHP Provider Portal, IPAs may temporarily fax the IEHP Utilization Management Department at: (909) 890-5751.

The updated template is now available on the following page:

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

For questions, please contact Juan Ortega at Ortega-J2@iehp.org or Jessica Gonzalez at gonzalez-j6@iehp.org.

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