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To: All IPA Administrators and Medical Directors
From: IEHP – Provider Relations
Date: March 6, 2025
Subject: **REVISED – UM Authorization Guidelines**

IEHP’s Guideline Review Committee has approved the following authorization guideline updates/changes, effective 2/24/2025:

Guideline #	Guideline Title	Degree of Change	Updates/Changes
UM_OTH 09	My Path	Revised Minor	Highlights: <ul style="list-style-type: none"> Updated references
UM_ OTH 18	Enhanced Care Management	Revised Minor	Highlights: <ul style="list-style-type: none"> Updated references Updated exclusion criteria: County-Based Targeted Case Management (TCM) Beginning July 1, 2024, Members who meet ECM POF criteria should be enrolled in ECM and may no longer be enrolled in ECM and County-based TCM programs at the same time except for a one-year exception from July 1, 2024 to June 30, 2025.
UM_ OTH 23	Allocation of Limited Critical Care Resources During a Public Health Emergency	Revised Minor	Highlights: <ul style="list-style-type: none"> The COVID-19 pandemic changed how we look at our critical resources. We understand that IEHP has a finite amount of medical equipment, medication, and staff in our network to utilize in the care of our members. A review of IEHP’s approved clinical criteria utilized for making UM decisions fails to identify guidance or direction in this area (i.e. CMS, Medi-Cal, MCG, Apollo, Hayes, etc.). Recommend continuing applying IEHP’s UMSC guideline in the allocation of critical resources for both our Medicare, Medi-Cal, and CCA LOB. For this review cycle, only references have been updated.

Access to all other authorization guidelines can be found at: www.providerservices.iehp.org > Resources > Resources for Providers > Utilization Management Clinical Criteria or [click here](#).

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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