



A Public Entity

Inland Empire Health Plan



To: California Non-Contracted Hospitals
From: IEHP – Provider Relations
Date: May 5, 2020
Subject: **Non-Contracted Hospitals required to obtain timely authorization for Post-Stabilization care of IEHP Members**

Inland Empire Health Plan (IEHP) revised its Emergency Services Policy and Procedure to comply with requirements set forth in the Health and Safety Code, Section 1386(b)(17) and Section 1262.8(j).

IEHP requires non-contracted hospitals to obtain prior authorization prior to providing post stabilization care to its enrolled Members (patients). IEHP requests the treating Physician and Surgeon's diagnosis and any other relevant information reasonably necessary to make a decision in authorizing post stabilization care or to assume management of the patient's care by prompt transfer.

1. The non-contracted hospital shall make contact with IEHP by either following the instructions on the patient's health care service plan member card or;
2. The non-contracted hospital shall contact IEHP Utilization Management at the following phone numbers to obtain timely authorization for post stabilization care:

- **Monday through Fridays / Hours: 8am to 5pm, Pacific Standard Time (PST)**

- Contact phone numbers: **909-727-5456** or **909-727-5455**
- Fax number: 909-477-8553

- **Monday through Fridays / Hours: 4pm to 1am, PST and**

- **Saturday and Sunday / Hours: 12pm to 9pm, PST**

- Contact phone numbers: **909-890-2665** or **909-296-7046**

- **WEEKEND DISCHARGE PLANNING NURSES**

- **Saturday and Sunday / Hours: 7am to 5:30pm**

- Contact phone numbers: **909-890-5053** or **909-890-1358**
- Fax number: 909-477-8553

Completed claims for authorized Health Care Services must be sent to:

Inland Empire Health Plan
Attn: Claims Department – IEHP Direct
P.O. Box 4349
Rancho Cucamonga, CA 91729-4349

As a reminder, all communications sent by IEHP can also be found on our Provider portal at:
www.iehp.org > For Providers > Plan Updates > Correspondence.

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054.