



To: Durable Medical Equipment (DME) Providers
From: IEHP – Provider Relations
Date: June 2, 2020
Subject: Referral Submission Process for DME Providers

In accordance with Inland Empire Health Plan (IEHP) Utilization Management Policy 14.D, DME Providers **are not permitted to submit initial referral requests.** DME Providers may submit for **continuation** of the following services:

- CPAP/BiPAP supplies
- Insulin pump supplies
- TENS unit supplies
- Enteral/Parenteral feeding pump supplies
- Home oxygen and oxygen supplies (must have oxygen saturation levels on room air annually)
- Ostomy supplies
- Incontinent supplies
- Suction canisters

IEHP UM PnP 14.D: www.iehp.org > For Providers > Provider Resources > Manuals

Effective immediately, DME Providers may submit **continuation** requests via the IEHP Secure Provider Portal. The referral request is accessed via the **Referrals** tab, and the **Request** sub-tab. For assistance navigating the online referral process, please contact your assigned Provider Contracting Service Representative (PCSR). **Providers who do not adhere to Policy 14.D jeopardize their participation in the IEHP DME network.**



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.