

To: IEHP Direct PCPs, Specialists & Hospitals
From: IEHP- Utilization Management
Date: July 10, 2020
Subject: **New Referral instructions when searching for a Servicing Provider and modifying CPT Codes on IEHP's eReferral portal**

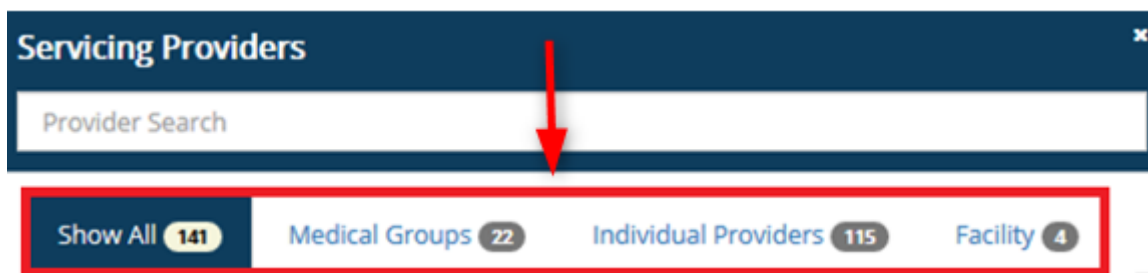
IEHP has updated our eReferral portal with the goal of improving your view of the Providers available in our network to whom you can refer Members. We have also added a question to the electronic form that will help IEHP update authorizations in a timely manner when the Servicing Provider requests modification to the service CPT codes and quantities originally requested.

What do these changes look like?

When selecting a Servicing Provider, the new Provider Search box will now display 4 tabs labeled **Show All, Medical Groups, Individual Providers and Facility**.

Each tab will display the number of Servicing Providers found. The “Show All” tab will display All Servicing Providers found for Service Category selected. To filter your search, you can select one from the following tabs (Medical Groups, Individual Providers or Facility).

These tabs will only display the Providers identified in the tab selected.




In the CPT Code section of Referral Request Form, you will now see a question stating, **“Requesting Provider allows IEHP to modify CPT Codes and Quantity as needed?”**.

If selecting **Yes**, you are allowing IEHP to modify CPT Codes or Quantity as needed by Servicing Provider selected.

If selecting **No**, you are not allowing IEHP to modify CPT Codes or Quantity.

This is a required field on the referral form, as it will help IEHP to process your request in a timely manner.

CPT Codes		
*CPT 1: <input type="text"/>	Modifier: <input type="text"/>	*Qty:(numeric only) <input type="text"/>
CPT 2: <input type="text"/>	Modifier: <input type="text" value="Add +"/>	*Qty:(numeric only) <input type="text"/>
* Requesting Provider allows IEHP to modify CPT Codes and Quantity as needed?		<input type="button" value="Yes"/> <input type="button" value="No"/> 

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.