



**To:** Home Health Providers  
**From:** IEHP – Provider Relations  
**Date:** July 28, 2020  
**Subject:** **Referral Submission Process for Home Health Providers**

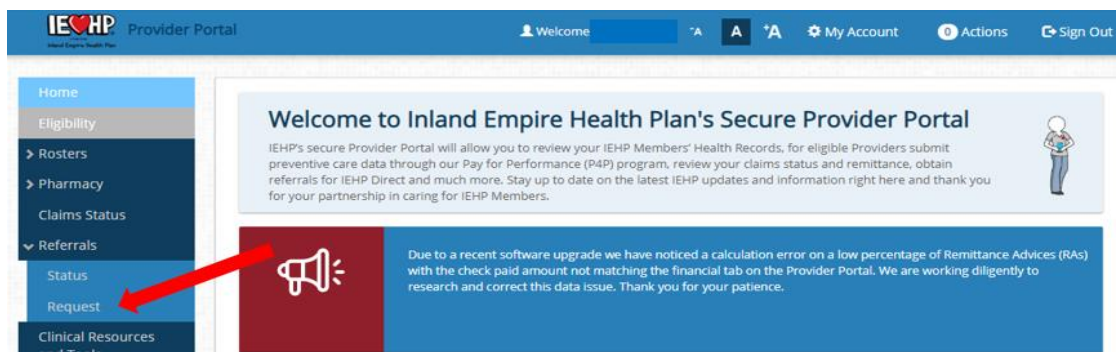
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In accordance with Inland Empire Health Plan (IEHP) Utilization Management Policy 14.D Pre-Service Referral Authorization Process, Home Health Providers **are not permitted to submit initial referral requests**. Home Health Providers may submit for **continuation** of services only.

For complete information, please refer to IEHP Provider Manual UM MC 14D and MA 14D located at : [www.iehp.org](http://www.iehp.org)> For Providers> Provider Resources> Manuals > Provider Manuals

**Effective immediately**, Home Health 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 the policy may jeopardize their participation in the IEHP Home Health network.**



As a reminder, all communications sent by IEHP can also be found on our Provider portal at: [www.iehp.org](http://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.