



A Public Entity

Inland Empire Health Plan



To: Inpatient Facilities
From: IEHP – Provider Relations
Date: December 20, 2019
Subject: **IEHP 2019-2020 UM Holiday Coverage for Acute Hospitals**

HAPPY HOLIDAYS! In observance of Christmas and New Year holidays, Inland Empire Health Plan (IEHP) will have reduced Inpatient Utilization Management coverage on the following days:

Tuesday	December 24, 2019
Wednesday	December 25, 2019
Wednesday	January 1, 2020

To prevent delays in Member care, please contact your assigned IEHP Inpatient Review Nurse on or before Monday December 23, 2019, to coordinate anticipated discharge needs (including transportation).

For urgent Member needs over the holidays, please utilize the following numbers:

- San Bernardino County: (909) 890-5053
- Riverside County: (909) 890-1358

Normal business hours will resume after Christmas on Thursday **December 26, 2019** and after New Year on **Thursday January 2, 2020**.

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.