



A Public Entity

INLAND EMPIRE HEALTH PLAN



To: PCPs and Behavioral Health Providers
From: IEHP – Provider Relations
Date: April 01, 2016
Subject: Behavioral Health Authorization Changes

Effective Monday, April 4, 2016, Inland Empire Health Plan's (IEHP) Behavioral Health Unit (BHU) is initiating a new outpatient authorization process. IEHP Members who are identified with the need for behavioral health services will receive a medical necessity screening to capture Members' symptoms and functional impairments more accurately. In addition, we are providing Members with a direct access to care approach by assisting with behavioral health appointment coordination.

The following authorization changes will be made beginning **Monday, April 4, 2016**:

1. Authorization length will now be for a **90 day period**. After the 90 day period, if additional BH services are needed please submit Request for Additional Services online.
2. Authorization visits will change to the following:
 - Adult and Children's Therapy will be authorized for **14 visits**.
 - Adult and Children's Psychiatry will be authorized for **4 visits**.

Please continue to submit all web forms (i.e. Initial COC, COC update, Request for Additional Services, Clinical Discharge, and Premature Clinical Discharge) on IEHP's secure Provider web portal.

As a reminder, all communications sent by IEHP can also be found on our Provider portal at the following address: <https://ww3.iehp.org/en/providers/correspondence/>.

Thank you for your continued support and partnership. If you have questions or experience technical difficulties, please contact the IEHP Provider Relations Team at (909) 890-2054.