



A Public Entity

INLAND EMPIRE HEALTH PLAN



To: Behavioral Health (BH) Providers
From: IEHP – Provider Relations
Date: April 7, 2016
Subject: **CORRECTION: Behavioral Health Authorization Changes**

Inland Empire Health Plan (IEHP) apologizes for the information describing changes to the authorization process for BH services that **was sent in error** to your office via fax on April 1, 2016 titled “**Behavioral Health Authorization Changes**”. Please be advised that **all the changes described in this fax regarding both the number of visits and authorization time frames have been retracted**. We are reinstating the previously established standard authorizations for all Behavioral Health services.

If you receive an authorization with the shortened visits or for the shorter time frame described in the April 1st fax, please know that you do not need to call IEHP as you will be receiving corrected authorizations within the next two weeks with the standard number of authorized visits and time frames. Please continue to schedule our Members as you have in the past knowing that we will be sending you the standard authorizations shortly.

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 understanding and we apologize for the disruption we may have caused. If you have any questions, please contact the IEHP Provider Relations Team at (909) 890-2054.