



Inland Empire Health Plan



To: Direct PCPs, Direct Specialists, and Direct Ancillary Providers
From: IEHP – Provider Relations
Date: April 3, 2017
Subject: **eAuth Service Requested Updates – Home Health**

As part of Inland Empire Health Plan's (IEHP) strategic planning to improve access to care and quality and our goal to be a 5 star health plan for our Members and Providers, we have changed some processes related to how we review and authorize certain services requested by our Providers.

To that end, we are informing you that IEHP Direct has already begun to adjust and direct the services for the following specialties and services:

- Home Health

For the service mentioned above, we have removed from our secure eAuth mechanism the specific Providers who provide this service in an effort to manage the network more efficiently and coordinate the delivery of services to our Members in a manner that addresses both quality and access. In addition, IEHP **will not** honor requests to specific Providers mentioned in the "Special Instructions/Comments" section.

IEHP values your partnership in ensuring appropriate utilization, timely access and provision of care to our Members.

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/>.

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054.