



INLAND EMPIRE HEALTH PLAN



To: Direct PCPs and Direct Specialists
From: IEHP – Provider Relations
Date: August 26, 2016
Subject: All Requests for Durable Medical Equipment (DME)

In an effort to expedite turnaround times for the completion of authorizations, **IEHP requires that you submit complete substantiating notes for the following requests:**

Requests	Substantiating Notes Requirements
<ul style="list-style-type: none">All Durable Medical Equipments (DME)	<ul style="list-style-type: none">Member’s Ambulatory FunctionHeight and Weight for:<ul style="list-style-type: none">Hospital BedsPOV/ScootersWalkersWheelchairs
<ul style="list-style-type: none">Delivered DME requiring further Authorization	<ul style="list-style-type: none">Delivery Date of Delivered DME, so IEHP can accurately reflect the start of service in our system
<ul style="list-style-type: none">All Oxygen	<ul style="list-style-type: none">Current Pulse Ox on room air:<ul style="list-style-type: none">At RestAfter Exertion
<ul style="list-style-type: none">CPAP and BiPAPs	<ul style="list-style-type: none">Sleep Study with Titration Study
<ul style="list-style-type: none">Wound Care Supplies	<ul style="list-style-type: none">Wound Documentation with Current Wound Measurements, so IEHP may follow the progression of healing
<ul style="list-style-type: none">Hearing Aids	<ul style="list-style-type: none">Recent Audiogram

Referral authorization requests received without the above documentation will delay IEHP’s ability to decision your request. Therefore, IEHP will need to make outbound calls to your office to request the needed documentation. Please help us expedite the process by including the **required documentation with all referral authorization requests** submitted to IEHP for review.

In addition, IEHP **will not** accept referral authorization requests from vendors with the exception of:

- Insulin pump supplies
- Suction canisters
- CPAP and BiPAP supplies
- TENS unit supplies
- Enteral/ Parenteral feeding pump supplies
- Continued Service for incontinence/urological supplies
- Home oxygen and oxygen supplies (must have current (annually) Pulse Ox on room air while at rest and after exertion for all oxygen requests)

Thank you for your assistance in ensuring that Members receive the medically necessary items they need.

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 other questions or concerns, please call the IEHP Provider Relations Team at (909) 890-2054.