



**To:** IPAs, PCPs and Behavioral Health Providers  
**From:** IEHP – Provider Relations  
**Date:** February 05, 2016  
**Subject:** **PCP and COC Web Form Helpful Reminders**

On October 16, 2015, Inland Empire Health Plan’s Behavioral Health Unit (BHU) updated the PCP Initial Referral to Behavioral Health Specialist and the Behavioral Health Initial Coordination of Care (COC) forms to obtain more accurate clinical information of the Members’ symptoms and impairments from the referring and treating Providers. The following are some helpful reminders:

**PCP Initial Referral to Behavioral Health Specialist Form**

- Members in the course of treatment with a County Provider will continue to receive treatment until they are transitioned to an IEHP BH contracted Provider; therefore, no additional referral is needed from the PCP
- Substance Abuse treatment for Medi-Cal Members is a carve-out, so please refer Members to the Substance Abuse treatment program for the Member’s county of residence (San Bernardino Access: 909-421-4601, Riverside Cares: 951-782-2400).
- **Must be submitted via IEHP’s secure Web portal.**

**COC Form**

- Submit within 5 days of initial visit.
- COC is for both children and adults.
- **Do not fax Release Forms.** Keep for your records
- PCPs can view COC treatment form if the Member consents
- **Must be submitted via IEHP’s secure Web portal.**

**To view authorizations, see steps below:**

(Please Note: Windows 7 or higher use browsers Chrome, Firefox, or Internet Explorer 11)

1. Click on the **Authorization Status** link on the side navigation bar.
2. Enter **Authorization #** or **Member ID**
3. Scroll down to the **Correspondence/BH Provider Auth Form Requesting** then select “**View**”

Correspondence			
Description	Location	Status	
UM Non PHI Fax Req	RC	Delivered	<a href="#">View</a>
UM Non PHI Fax PCP	RC	Delivered	<a href="#">View</a>
UM BH Member Auth Letter	RC	Delivered	<a href="#">View</a>
BH Provider Auth Form PCP	RC	Cancelled	<a href="#">View</a>
<b>BH Provider Auth Form Requesting</b>	RC	Cancelled	<a href="#">View</a>

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