



To: IPAs, PCPs, and Vision Providers
From: IEHP – Provider Relations
Date: February 12, 2018
Subject: **Non-PHI Fax Letter for Vision Referrals**

Effective Wednesday, February 21, 2018, referrals and claims submission will be submitted via online **only** through the IEHP Provider Portal. As vision referrals are submitted online, the requesting Vision Provider and the Member’s PCP will receive a Non-PHI fax letter informing them that a Referral has been submitted for the Member. Providers can use the Referral Number provided in the Non-PHI fax letter to obtain details about the Vision Referral.

To check status of referral submitted:

1. Log into the Provider Portal at www.iehp.org
2. Click on the Referral Status link on the left side of the navigation bar
3. Enter the Referral Number or Member ID
4. Click on the “blue icon” to view Referral details
5. See sample Non-PHI fax letter below:

IEHP
A Public Entity
Inland Empire Health Plan

11/01/2017

To: [Redacted]

From: IEHP Medical Management

Phone Number: [Redacted]

Description: A Standard-Pre-service request has been Approved-Auto Auth Approval (see Reference # [Redacted]). For details, please log into the IEHP Provider Website (www.iehp.org >> For Providers >> Secure Site Login >> Authorization Status).

Service Category: Exam and Materials

Servicing Provider: [Redacted]

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.