



To: IPAs and PCPs
From: IEHP – Provider Relations
Date: February 27, 2018
Subject: IEHP Care Management Referral

Do you have IEHP Members with severe chronic conditions who need Complex Care Management?

Do you have IEHP Members who need support in the home to help avoid ER visits, inpatient stays, or Skilled Nursing Facility placement?

Inland Empire Health Plan (IEHP) has a new Care Management Referral Form available in the Provider portal. Referrals can be sent to our Complex Care Management and Long-Term Services and Supports Team.

The CCM program helps you manage Member's healthcare by working directly with Members and their families to coordinate care and services.

The LTSS program connects Members who cannot care for themselves with programs that provide in-home caregivers, adult day healthcare centers, and in-home case management programs for Members 65+ who are at risk of Long-Term Care placement.

How to submit the form:

1. Complete the form available at <https://ww3.iehp.org/en/providers/forms/um-forms/>
2. Submit completed form and medical documentation to support the referral **via secure email** to: CMReferralTeam@iehp.org
3. IEHP will confirm receipt of the referral within 5 business days.

Our Care Management Staff are available to assist you Monday through Friday from 8am – 5pm. Should you have any questions regarding the form, please do not hesitate to call our Provider Relations Team at (909) 890-2054. Thank you and we look forward to working with you towards the improved health of our mutual Members.