



A Public Entity

INLAND EMPIRE HEALTH PLAN



To: PCPs, Specialists, and BH Providers
From: IEHP – Provider Relations
Date: January 11, 2016
Subject: RxPA/CD Online Authorization Request (New Feature!)

Starting January 11, 2016, IEHP is excited to release the Prescription Drug Authorization (Rx PA) Request online form submission tool through the provider portal. This new feature will allow providers to submit a request with a click of a button. A Rx PA/CD Universal Prior Authorization User Guide is available once you access the online tool. There are no changes to authorization status online tool, and providers will be able to continue checking status on pending authorization requests. IEHP is committed to providing a web portal that promotes ease of use and security.

RxPA Online Submission Tool	Authorization Status Tool
Authorization Request	Authorization Request
Rx PA/CD Auth Request	Rx PA/CD Auth Request
Authorization Status	Authorization Status

An arrow points from the 'Rx PA/CD Auth Request' row in the 'RxPA Online Submission Tool' column to the 'Rx PA/CD Auth Request' row in the 'Authorization Status Tool' column.

It is important to IEHP that you consider the appropriate browser for accessing our forms, including the Rx PA, for security and optimal user experience. On April 8, 2014, Microsoft discontinued support for Windows XP and has also announced plans to discontinue support for Internet Explorer 9 (IE 9). **If you are using IE 9, IEHP recommends your office to upgrade to IE 10 or IE 11, or use another browser such as Google Chrome.**

Please consult with your office’s technical support before downloading and installing any applications to ensure there are no conflicts with existing programs on your office’s computers.

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/>. For further assistance or if you have any questions in using the Rx PA/CD Drug Authorization Request online tool, please contact the Provider Relations Team at (909) 890-2054.