



To: PCPs
From: IEHP – Provider Relations
Date: November 10, 2017
Subject: **New Behavioral Health Authorization Request Form Reminders**

Inland Empire Health Plan launched the newly redesigned Behavioral Health online forms on November 8, 2017. Below are a few reminders for Providers attempting to submit a Behavioral Health Authorization Request Form to ensure there is no delay in authorization processing.

- If unsure of what CPT code you are requesting please indicate in “Special Instructions/Comments” box **“PLEASE MODIFY CODES AS NECESSARY”**
 - This allows IEHP to select the most appropriate code related to your request and reduces delay in getting your Member the care they need.
- **Please do not request additional services in the “Special Instructions/Comments” box.** This area is not for requests but for additional information regarding the Member.
 - For every new request please submit a new Initial Referral.
- **Please DO NOT mark the referral as “Expedited” unless the Member will experience a significant deterioration if the authorization isn’t approved within 72hours.** If you indicate “Expedited” please indicate the clinical reason for the expedited request in the “Special Instructions/Comments” box.

If your office would like training on the new forms, please call the IEHP Provider Relations team to be connected to your PSR who will coordinate a training for your office.

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.