



A Public Entity

Inland Empire Health Plan

BH Q3 2021 Provider Training

Referrals

At what step is the 5 days turnaround time activated?	From the day the Authorization is submitted to IEHP, IEHP UM will have 5 business days to decision.
How can IEHP increase my referrals?	Referrals are completed based on city, and any other preference indicated by the Provider submitting the request. To increase referrals, BH Providers are encouraged to outreach to nearby PCP offices and drop off flyers (include name, contact, language spoken, hours, areas of expertise, and Member Services contact: 800-440-4347). PCP can either submit requests for BH services through their portal or hand the Member the flyer for self-referral. Also note, PCP search can be found on the IEHP website under “Find a Provider”.
Where can I send my availability for referrals?	Please see the slides for your assigned PSR.
When do I submit for a COC?	Each Authorization will be given a set amount of visits, active for a year. If visits have been exhausted, or the authorization has been active for a year, you may submit a COC. COC can be submitted before visits have exhausted/auth has expired. If Member has not been seen for 6 months, Provider can submit a Referral Request Form, which will include a consult visit. Please contact your PSR if you would like a refresher portal training.
Are in home sessions allowed?	IEHP is currently only approving in office or Telehealth services.
How long do I keep a referral open if Member is non-responsive?	How long you keep the referral open is a clinical decision. Once you have decided to close the referral, please use the Coordination of Care Treatment Plan form to submit “No further Treatment”.



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Transportation

Some Members report Drivers not wearing a mask.	Please report safety concerns to your PSR.
Members have experienced a delay in pick up time.	Please report quality issues to your PSR.

Telehealth

Can my office be Telepsych only?	Members should still have the option for in person visits. Please reach out to your PSR if you have a specific concern.
Do Providers need to have a physical address?	Yes, as we are unsure of the future of Telehealth, face to face visits must still remain an option.
Does IEHP have a recommendation on TH platforms to use?	DHCS currently provides no recommendation on platforms. Please check the DHCS website for updates to their policies and meanwhile ensure that the platform used is secure.