



**To:** Direct PCPs and Direct Specialists  
**From:** IEHP – Provider Relations  
**Date:** February 6, 2020  
**Subject:** **IEHP UM Department Availability**

---

---

Inland Empire Health Plan (IEHP) would like to remind you of the availability of Utilization Management (UM) staff and physicians to respond to Provider inquiries regarding UM concerns including authorization requests, status and clinical decisions and processes. UM staff is available **Monday through Friday** from the hours of **8:00 am to 5:00 pm on all business days**.

As a reminder, all communications sent by IEHP can also be found on our Provider portal at: [www.iehp.org](http://www.iehp.org) > For Providers > Plan Updates > Correspondence.

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054.