



To: Acute Hospitals
From: IEHP – Provider Relations
Date: April 2, 2020
Subject: **Inpatient After-Hours Utilization Management Coverage**

Effective April 13, 2020, Inland Empire Health Plan (IEHP) will implement after-hours utilization management coverage for Acute Hospitals.

After-hours utilization management coverage will include:

- Review Emergency Department cases for appropriateness of acute admission.
- Authorization at admission when clinical criteria for admission is met.
- Emergency Department discharge authorizations such as DME (for IEHP Direct Members) and Home Health, when appropriate.
- Authorizations for transition to SNF or higher level of care, when appropriate.

Hospitals must provide the following Member information when accessing after hours coverage:

- Member Name
- Member DOB
- IEHP Member ID
- Clinical documentation to support requests

After-hours utilization management coverage will be available:

- Monday to Friday: 4:00pm to 1:00am
- Saturday & Sunday: 12:00pm to 9:00pm

After-hours utilization management contacts are:

- Riverside County: (909) 296-7046
- San Bernardino County: (909) 890-2665

As a reminder, all communications sent by IEHP can also be found on our Provider portal at: 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.