To: Direct PCPs, Specialists & Hospitals  
From: IEHP- Utilization Management  
Date: August 31, 2020  
Subject: New Referral instructions for Out of Network Provider

IEHP has updated our eReferral Request page with a new tab labeled “Out of Network Provider” in the Servicing Providers search box for Members that need care outside of the Network Provider List. If requesting “Out of Network Provider”, please provide documentation supporting the need and by answering the Questions section.

When selecting an Out of Network Provider for referral requests, please follow the steps below:

- **Step 1** - Select the “Out of Network” tab in the Servicing Provider Search box.
- **Step 2** - **Questions section**: Please answer the 6 questions with a * (asterisk), as these are mandatory fields for processing.
  A. Is the member currently residing out of state/network?
  B. Is this a Tertiary Request (require higher level of care than a community specialist)?
  C. Does the member have a rare sickness or a health problem such as a genetic disorder?
  D. Does the member live in a remote area where the network is not adequate to treat them?
  E. Does the diagnosis require an Out-of-Network Provider?
  F. Does the member have pre-existing relationship with the Out-of-Network Provider?
- **Step 3** - After Questions section is completed, click the “Continue” box.

![Servicing Providers](image-url)
• **Step 4 - Provider Info section**: Please fill in all fields with a * (asterisk), as these are mandatory fields for processing.
  A. For NPI, a link is provided to the NPPES NPI Registry Search will open up in a new window.
• **Step 5 - After Provider Info section is completed, click the “Confirm” box.**

![Diagram of Provider Info section](image)

Following the steps above will **ensure proper handling of the eReferral request** and will also assist IEHP in processing your request in a timely manner.

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.