



**To:** IPAs, PCPs, Specialists, and Behavioral Health Providers  
**From:** IEHP – Provider Relations  
**Date:** November 04, 2019  
**Subject:** **Online Pharmacy Drug Prior Authorization (RxPA) Submission**

---

---

The Provider Portal's enhanced functionality allows for a quick and efficient process when submitting a RxPA, reducing delay in Member care and time spent by your office staff when completing these submissions. The following features allow for an effortless submission:

- IEHP Member Eligibility and Medical History Record including RxPA history and 12-month IEHP Member Dispensed Drug History
- RxPA submission tool with required field flags allowing for a complete and thorough submission (**whereas fax submissions have a higher denial rate for missing information**)
- Submission confirmation with real-time RxPA review status
- Direct access to the Drug Formulary Search Tool and Drug Prior Authorization Criteria

In addition, IEHP has created a 1-minute video on RxPA Submission training guide, which is available on our website at: <https://www.iehp.org/en/providers>.

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/plan-updates>.

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