



To: Medicare IPAs and Providers
From: IEHP – Provider Relations
Date: September 30, 2019
Subject: **Important After-Hours Phone Numbers for Coverage Determination and Expedited Appeals**

As part of the CCI 3-way contract, IEHP is required to have in place a toll-free after-hours voicemail for Providers requesting to file an Expedited Appeal or Coverage Determination for IEHP CMC DualChoice Medicare Members.

Effective immediately, the following numbers are to be used for after hour requests:

- **Coverage Determinations** **Phone: (888) 860-1297**
- **Expedited Appeals** **Phone: Phone (866) 233-4347; Fax (909) 890-5748**

In order for the request to be processed timely, please provide the following information as needed:

- Member Name, IEHP ID and Member Telephone Number;
- Provider Name, NPI and Contact Information;
- Name of medication and/or service;
- Medical justification; and
- If this request needs to be expedited.

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.