To: IEHP Direct PCPs, Specialists & Hospitals  
From: IEHP – Provider Relations  
Date: December 4, 2020  
Subject: Update: Submitting eReferrals – Facilities

Inland Empire Health Plan (IEHP) has updated our eReferrals Facilities tab.

Under the Servicing Provider section, IEHP has made updates to improve your view of the Providers and Facilities available in our network to whom you can refer Members.

What does this new feature look like?

The “Any In Network” button now appears when your office selects a Servicing Provider for Facilities that does not offer a list of specific Providers. Should there be a Facility that does not appear for a specific service category, select “Any-In-Network” and insert the information of the Facility you would like to refer to in the Special Instructions/Comments box.

The processing times for Direct IEHP Referrals including “Any in Network” are as follows:

- 72 hours for Urgent,
- 5 business days for standard referral requests
- 14 calendar days for Medicare standard referral requests

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.