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To: IEHP Covered (CCA) PCPs

From: IEHP – Provider Relations

Date: May 3, 2024

Subject: REMINDER: PCPs Must Submit Referrals for Ancillary Services for IEHP Covered (CCA) Members

Greetings IEHP Covered (CCA) PCPs:

Please continue to assist IEHP Covered Members by submitting referrals for ancillary services, including but not limited to hospice, DME and physical/speech/occupational therapy.

[Per the CCA Provider Manual: 14](#)¹ Ancillary providers are being instructed by IEHP to outreach to the Member's PCP as gatekeeper for the Member's care.

To ensure continued quality of care, please partner with ancillary providers to ensure that the requested authorizations are submitted completely and timely to avoid disruption to Members' care.

To view IEHP Provider Manuals, please visit www.providerservices.iehp.org > Provider Central > Provider Manuals & Trainings > 2024 Manuals & Regulatory Trainings

Thank you for your commitment and partnership in serving our community.

Questions? Please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org

All IEHP communications can be found at www.providerservices.iehp.org > Provider Central > News and Updates > Notices

¹ **09.A.A.(p.16) Referral Requests:**

PCPs are responsible for supervising, coordinating, and providing initial primary care to patients; for initiating referrals; for maintaining the continuity of patient care, and for serving as the Medical Home for Members. PCP and Specialist requests for referral to specialty care should be initiated through the Member's IPA. Please see Policies 14A1, "Review Procedures – Primary Care Provider (PCP) Referrals" and 14D, "Pre-Service Referral Authorization Process."