



We heal and inspire the human spirit.

To: Direct PCPs & Specialists, All BH, BHT & Vision Providers

From: IEHP – Provider Relations

Date: June 14, 2024

Subject: ALERT: Authorization Errors on June 14, 2024, Requiring Resubmission!

Due to a system issue outside our control, most authorization requests submitted on Friday, June 14, 2024, via IEHP's secure portal were not captured in our system.

If you did not receive a confirmation of receipt via the portal and/or the authorization requested is not on your referral status page, please resubmit the request as soon as possible.

We sincerely apologize for the inconvenience.

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

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