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To: All Behavioral Health Providers

From: IEHP – Provider Relations

Date: October 7, 2024

Subject: Update to BH Authorization/Claims Submission Process

Effective June 1, 2024, we have waived the authorization requirement for Professional Routine Behavioral Health Services, rendered by a Behavioral Health Provider.

Behavioral Health Claims Submissions

The screenshot displays two sections of the provider portal. The top section contains a text box with a red border and a red circle with the number '2' next to it. The text reads: "Prior authorization is not required for many behavioral health services, including initial assessments, for all lines of business (Medi-Cal, DualChoice/DSNP and IEHP Covered/CCA). To view a list of BH services exempt from prior authorization, click here. To submit claims for these services, including all initial assessments, please use the button below." Below this text box is a dark blue button labeled "Submit a Claim" with a red arrow pointing to it from a red circle with the number '1'. The bottom section shows a search bar with a red circle with the number '3' next to it. The search bar contains the text "Search by IEHP ID, SSN, CIN or Referral Number" and a dark blue button with a refresh icon. To the right of the search bar is a gear icon and the text "More Options". Below the search bar is a dark blue button labeled "Search".

1. As a result of this change, the Initial Assessment button has been replaced with the option to **Submit a Claim**.
2. For a full list of billable codes not requiring prior authorization, “click here” on the Portal or visit our [Claims](#) page: [ProviderServices.iehp.org](#) > Resources > Resources for Providers > Claims
3. To submit a claim for services associated with a service that required authorization, search by IEHP ID, SSN, CIN or referral number.

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org

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