



We heal and inspire the human spirit.

To: IEHP Covered Delegates

From: IEHP – Utilization Management

Date: November 7, 2024

Subject: NEW: UM Timeliness Standards and Cancellation Audit Tools – IEHP Covered

Inland Empire Health Plan (IEHP) has recently added new Utilization Management (UM) Timeliness Standards and Utilization Management (UM) Audit Tool files to the IEHP Provider website:

- UM Timeliness Standards – IEHP Covered
- 2025 IEHP Covered Cancellation Audit Tool

Please note, **starting in January 2025**, IEHP will begin a Monthly Retrospective Audit of Cancellation Files.

These new files are now available on the following page:

www.providerservices.iehp.org > Resources > Resources for Providers > Forms > UM/CM > UM Timeliness Standards or [click here](#).

and

www.providerservices.iehp.org > Resources > Resources for Providers > Forms > DOA > 2025 IEHP Covered Cancellation Audit Tool or [click here](#).

For questions, please contact Juan Ortega at Ortega-J2@iehp.org or Jessica Gonzalez at gonzalez-j6@iehp.org.

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