To:	IEHP Covered Delegates
From:	IEHP – Utilization Management
Date:	April 22, 2025
Subject:	**UPDATE: IEHP Covered Denial Log Review Tool**

Inland Empire Health Plan (IEHP) recently updated the **IEHP Covered Denial Log Review Tool Template** with the following changes.

IEHP Covered Denial Log Review Template:

- The denial log review tool added the auditing element **"Access to Care"**.
- Please note this is **NOT a new** auditing element. The **"Access to Care"** element was carved out and no longer captured under "Provider/Member Outreach".

IEHP will begin auditing element **"Access to Care"** starting with the delegates **April 2025 Data**.

This template is now available on the IEHP Provider website:

> www.providerservices.iehp.org > Resources > Resources for Providers > Forms > DOA > Denial Log Review Tool – IEHP Covered 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