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To: IEHP Vision Providers
From: Provider Relations
Date: April 22, 2025
Subject: **IMPORTANT: Vision Request Updates and Reminders**

Please note the following reminders about vision authorization requests and vision exception requests (VERs).

Reminders:

1. Allow standard timeframes (below) for plan review and do not submit duplicates. **Duplicate requests will cause further delays** in processing. As the volume of referrals increases review timeframes are extended.

- ✓ **Standard Pre-Service:** Decision within five (5) business days
- ✓ **UPDATED: Standard Post-Service:** Decision within thirty (30) calendar days
- ✓ **Expedited:** Decision within seventy-two (72) hours

NOTE: Expedited should ONLY be selected if Provider believes that waiting for a decision under the standard time frame could place the enrollee's life, health, or ability to regain function in serious jeopardy.

A pattern of submitting inappropriate expedited requests **will require** IEHP to review your contract status and act, up to and including possible termination.

2. Please include supporting notes/or documentation with the referral when specialty materials are requested.

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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