

We heal and inspire the human spirit.

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

Member/Provider Identification	
* IEHP ID	IEHPID
* Service Priority Medi-Cal: Decision within 30 calendar days.	Expedited
Medi-Cat: Decision within 50 catendar days.	O Standard Pre-Service
	Standard Post-Servi

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.

Expedited may be selected when a physician believes that waiting for frame could place the enrollee's life, health, or ability to regain function	
By submitting this request as expedited I attest that waiting for a decisio	n under the standard time frame could
_,	in under the standard time name could.
Place the enrollee's life in serious jeopardy	
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2. Please include supporting notes/or documentation with the referral when specialty materials are requested.

Special Instructions/Comments (0/500) 🚽
Special Instructions / Comments
Attach Supporting Documents

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

All IEHP communications can be found at: <u>www.providerservices.iehp.org</u> > News and Updates > Notices