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To: Direct PCPs & Ancillary

From: IEHP – Provider Relations

Date: April 23, 2025

Subject: REMINDER: Effective May 1, 2025 - PCPs Must Submit Referrals for Specified Ancillary Services

Effective May 1, 2025, Ancillary (Physical Therapy (PT)/Speech Therapy (ST)/Occupational Therapy (OT) /Durable Medical Equipment (DME)/Home Health (HH) Providers will no longer have access to request referrals, whether initial or continued services for Members.

Ancillary Providers will need to work directly with the Member's PCP or treating Specialist, to request services.

How Should PCPs Assist¹?

- ✓ Please assist Members by submitting referrals for PT/ST/OT/DME/HH services *as medically necessary*
- ✓ To avoid delays in care, please partner with Ancillary Providers to ensure that the requested authorizations are submitted completely and timely.
 - **For hospitals and SNFs, please work with the IEHP inpatient case manager, via the IEHP regional phone number, early in the admission to refer and obtain authorization.**
- ✓ PCP oversight is vital to ensuring whether a Member requires continuing care

To view IEHP Provider Manuals, please visit www.providerservices.iehp.org > Resources > Provider Manuals & Trainings > Manuals & Trainings

Thank you for your commitment and partnership in serving our community.

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

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

¹ PCPs are responsible for supervising, coordinating, and providing initial primary care to patients; for initiating referrals; for maintaining the continuity of patient care, and for serving as the Medical Home for Members. PCP and Specialist requests for referral to specialty care should be initiated through the Member's IPA. Please see Policies 14A1, "Review Procedures – Primary Care Provider (PCP) Referrals" and 14D, "Pre-Service Referral Authorization Process."